

# The Chamber

A publication of The Chamber of Commerce of St. Joseph County



W  
O  
R  
K

jan  
feb

will "indiana time" leave the

# dark? ages?

During the recent gubernatorial race, candidates outlined strategies to make Indiana more economically competitive. Some were surprised to see observance of daylight-saving time identified as a legislative goal of both Kernan and Daniels.

Indiana is one of only two states in the continental U.S. that does not observe daylight-saving time. Opinions on making the switch to daylight-saving time range from indifference to adamant views of one side or the other. While sometimes being different is good, this is an issue where following the pack makes the most sense.

While newly elected Indiana Governor Mitch Daniels supports a switch to daylight-saving time, and while much ground

must be covered before a change could be made. Speaker of the House Brian Bosma has said that he will allow debate on the floor. Chamber President and CEO Mark Eagan, CCE said that while a change seems logical for Indiana to adjust its clocks like the majority of other states and countries, the decision is an emotional one. It has been unsuccessfully wrestled with in recent legislative sessions.

"There is a segment of the population that feels strongly in favor of changing, and there is a segment that feels strongly against it," Eagan explained. "We in the business community need to do our best to educate Indiana residents that while something like changing your clock doesn't initially seem like a deterrent to business,

Continued on Page 5 ▶

## INSIDE ●●●

4 ask the expert

7 upcoming Chamber events

9 Viater is new chamber chair

The Chamber  
Chamber of Commerce of St. Joseph County

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

*We Love Trash!*



# Junoll Industries

(574) 231-9844

Toll Free (877) 558-6655

## Who is Junoll Industries?

Junoll Industries is a **locally owned and operated** clean-up and waste removal company providing disposal and transportation solutions for small businesses and residential customers.

*Wee Haul*

- Dumpster Rentals
- Clean-Up Solutions
- Fall Leaf Disposal
- Demolition & Excavation
- Commercial Container Service
- Residential Trash Service
- Transportation Services



## Mobile Storage and Moving

Roll-off flat beds available for transportation of equipment and materials.

Enclosed storage boxes available for local moves, mobile storage and on site job security containers.

# how we see it

## it's a matter of time

The calendar page has turned to a brand new year. With the new year comes a time to reflect and assess progress and look to the future.

Throughout this issue of *The Chamber@Work*, you'll see one common thread – time.

The front-page story showcases the emotional issue of Indiana adhering to daylight-saving time (DST) and The Chamber's favorable position on it. We think it's finally time for the state to get in step with the rest of the world and adopt DST. With the General Assembly in session soon, perhaps, we'll see movement on the issue. At the heart of the matter is education, and the understanding of what standardization can do for commerce.

It's also time for The Chamber to introduce its new Board of Directors and Chairman Chuck Viater, MFB. Chuck provides a strong sense of business and community, and is committed to The Chamber advancing prosperity. My sincere thanks to Carl Bossung, Crowe, Chizek & Company, for his outstanding leadership and guidance as our Chairman this past year. Carl led by example with great energy, vision and personal commitment. The Chamber's Board of Directors, listed

below, is composed of area business people like yourself who set strategic direction to ensure that The Chamber provides progressive leadership, advocacy and services.

As you read through the articles in this issue, you'll see tips for businesses to consider at tax time, which isn't too far away, and you'll discover how businesses and individuals collaborate to achieve efficiencies and improved productivity.

The Chamber is proud to be your business partner. We are dedicated to delivering advantages, connections and strategies which help you work better, smarter and more successfully.

Before we get too wrapped up in our busy, daily lives, let's take the time to reflect, appreciate and grow. Here's to a stellar 2005!




**Mark N. Eagan, CCE**  
President and CEO

### 2005 chamber board of directors

**Chairman of the Board**

Charles J. Viater  
President  
MFB

**Chair-Elect**

Todd F. Schurz  
President & General  
Manager  
WSBT, Inc.

**President & CEO**

Mark N. Eagan, CCE  
The Chamber of  
Commerce of  
St. Joseph County

**Chair-Finance**

Joseph A. Mancini, CPA  
Managing Partner  
Metzger Mancini &  
Lackner CPAs

**Immediate Past-Chair**

Carl Bossung  
Partner  
Crowe Chizek & Co. LLC

Robert Bartels  
President and CEO  
Martin's Super Markets

Peg Billson  
Vice President and  
General Manager  
Honeywell

Paul Cafiero  
Vice President,  
Finance & CFO  
AM General

Jerry Christensen  
Vice President &  
General Manager  
Bowne South Bend  
Manufacturing

Lauren Davis, CPA  
President  
Lauren Davis &  
Company, PC

Robert J. DeCola  
Vice President/  
Regional Manager  
Lake City Bank

Fred Domenick  
General Manager  
Marriott Hotel,  
South Bend

Gregory S. Downes  
President & COO  
Gibson Insurance Group

Patti Fields  
Vice President, Contract  
Operations  
Midland Engineering Co.

Vikki Flint  
President  
Flint Complete Personnel  
Services

Tracy Graham  
CEO  
GramTel USA

Melvin F. Hall, Ph.D.  
President and CEO  
Press, Ganey  
Associates, Inc.

Mark R. Harman  
President  
Stanz Foodservice, Inc.

Nancy Hellyer  
Chief Executive Officer  
Saint Joseph Regional  
Medical Center

Richard Hill  
Managing Partner  
Baker and Daniels

Dennis G. Hulth  
President & CEO  
Mittler Supply, Inc.

Doug Jaques  
President  
Janco Composites, Inc.

Jeffrey C. Kantor, Ph.D.  
Vice President for  
Graduate Studies  
and Research  
University of Notre Dame

David M. Martinez  
President  
JMS Plastics, Inc.

Mary McLain  
General Manager  
TRANSCO

Deborah A. McMaster  
Senior Vice President  
National City Bank

Philip A. Newbold  
President and CEO  
Memorial Hospital &  
Health System

David C. Ray  
Editor & Publisher  
South Bend Tribune

Una Mae Reck, Ph.D.  
Chancellor  
Indiana University  
South Bend

Christopher J. Rowland  
Partner  
The Healy Group

Richard Q. Stifel  
Executive Vice President  
1st Source Bank

David A. Switzer  
Community Services  
Manager  
Indiana Michigan Power

Robert B. Toothaker  
Chairman  
CB Richard Ellis

Julia Van DeWater  
Communication &  
Community Relations  
Manager  
NIPSCO

Herbert L. Wilson  
Senior Vice President  
Citigroup Development  
Center

Sara M. Zappia  
General Manager  
University Park Mall

Joseph C. Zwierzynski, P.E.  
President  
DLZ Indiana, LLC

# ask the expert

## Q & A on TAX TIME

with Joe Machara and Joe Mancini



**Joe Machara**  
*Managing Director,  
 Tax Services  
 RSM McGladrey, Inc.*

The American Jobs Creation Act of 2004 is the first major corporate tax act in a number of years. Here are some issues you need to know.

**The Deduction for Domestic Manufacturing Activity is one of the provisions in the act designed to improve the global competitiveness of the U.S. Can you explain more about the deduction?**

This deduction is the most expansive provision in the legislation. While being called a replacement for the U.S. Export tax incentive known as the

ETI (Extraterritorial Income Exclusion), the Manufacturers' Deduction is actually quite more. Large numbers of taxpayers that did not qualify for the ETI benefit will qualify for the Manufacturers' Deduction. The benefit is not based on exports but rather on domestic manufacturing. Any taxpayer manufacturing within the U.S. should qualify for the benefit. Additionally, Congress defined manufacturing broadly, including areas not generally considered manufacturing.

The list includes the lease, rental, license (such as royalty income), sale, exchange or other disposition of qualifying production property (including computer software) which was manufactured, produced, grown or extracted by the taxpayer in whole or in significant part within the U.S.; qualified film produced by the taxpayer; electricity, natural gas

or potable water produced by the taxpayer in the U.S.; construction performed in the U.S.; and engineering or architectural services performed in the U.S. for construction projects in the U.S.

The incentive ultimately reduces the effective tax rate of domestic manufacturers by providing a deduction from income phased in from 2005 through 2010 as follows: 2004 – 0%; 2005 – 3%; 2006 – 3%; 2007 – 6%; 2008 – 6%; 2009 – 6%; and 2010 – 9%.

S Corporations, LLCs, Partnerships, Estates and Trusts will pass-through this benefit to the owners. During the phase-out of the ETI, taxpayers qualifying for both the ETI and Manufacturers' Deduction will benefit from both items.



**Joe Mancini**  
*Partner  
 Metzger, Mancini &  
 Lackner CPAs*

**In addition to the numerous provisions outlined in the Jobs Act, businesses also need to be alerted to the new depreciation rules. Can you tell members more?**

There have been some changes in the depreciation rules that have negatively impacted depreciation but not the Section 179 deduction. The first-year depreciation deduction has grown to \$105,000. This amount was only \$24,000 in 2002. This is a great incentive for businesses to update and upgrade their offices, plants and equipment. For businesses looking long-term to increase productivity and efficiency, this deduction is a wonderful way to achieve that goal. The maximum amount that businesses can expense under Section 179 is scheduled to drop dramatically in 2006, so plan your asset purchases accordingly.

# ConSpecT

**Professional Roof Consultants  
 = Roof Value Assurance**

ConSpecT Services, Inc. • South Bend, Indiana since 1995 • 574.234.2198

[www.conspecservices.com](http://www.conspecservices.com)



Your Complete Communication Contractor!

- Phone Systems
- Paging Systems
- Nextel Authorized Rep
- Structured Cabling Solutions
- Network Design / Support
- Network Security / Backup
- Web Page Support
- Video Surveillance

(574) 259-6000 or [www.dlci.net](http://www.dlci.net)

**TIME CHANGE** *continued from page 1*

it genuinely has an effect.”

It is difficult to calculate the business cost of Indiana not being in sync with the rest of the country, but it is not hard to find evidence of both the negatives of avoiding daylight-saving time and the positives that would come from adopting it.

The list of industries adversely affected by “Indiana Time” is longer than many people realize. Distribution and transportation companies constantly battle deadline and delivery headaches when crossing state lines. Companies routinely work with out-of-state and international contacts and encounter missed phone calls and appointments.

The primary issue is observance of daylight-saving time, and secondary is time zone preference which can differ by industry and geographic area of the state.

Linda Rogers, owner of Juday Creek Golf Course in Granger and President of the Indiana Golf Course Owner’s Association, believes that Indiana’s unique system for time-keeping puts all Hoosier businesses at a disadvantage.

“By not observing daylight-saving time like the rest of the country the outdoor recreation industry is particularly hard hit,” Rogers said. “The extra hour of daylight provided by the observance of Eastern Daylight Time would allow golfers to play 18 holes after work instead of nine holes and would give families more time to participate in all outdoor activities, promoting an overall healthier lifestyle for everyone.”

Todd Schurz, President and General Manager of WSBT, Inc., believes that not using daylight-saving time has led to confusion for viewers and advertising buyers, which results in a loss of business for them and confusion for their business partners.

“Other stations in Indiana get around this problem by airing programming on Eastern Time year-round,” Schurz explained. “However, since approximately 25 percent of the South Bend-Elkhart Designated Marketing Area lives in Michigan, that is not a viable alternative here. We support adopting daylight-saving time to resolve some of these issues.”

Only time will tell if Indiana is ready to set emotion aside and adopt daylight-saving time to reduce confusion and increase economic opportunities.

**economic news**

**National**

CPI:	+0.6% Oct 2004
Unemployment Rate:	5.4% Nov 2004
Payroll Employment:	+112,000(p) Nov 2004
Average Hourly Earnings:	+\$0.01(p) Nov 2004
PPI:	+0.5%(p) Nov 2004
ECI:	+0.9% 3rd Quarter 2004
Productivity:	+1.8% 3rd Quarter 2004
U.S. Import Price Index:	+0.2% Nov 2004

**Indiana Oct 2004**

Unemployment Rate:	5.0%
--------------------	------

**St. Joseph County Oct 2004**

Labor Force:	137,440(p)
Employed:	131,420(p)
Unemployed:	6,020(p)
Unemployment Rate:	4.4%(p)

CPI: Consumer Price Index      PPI: Producer Price Index  
 ECI: Employment Cost Index      (p): Pending

*Information taken from the Bureau of Labor Statistics*

**207 Dixie Way N. S 300 • South Bend, IN 46637**

We’re looking for a Few  
Businesses that  
Want to Grow

We are now leasing  
affordable, professional  
business suites.

Call Roseland Square at  
574.271.8961 for more  
information, or visit  
**www.roselandtech.com**



## welcome new chamber members

**Business Development Corporation**  
 Dan Jones  
 100 East Wayne Street  
 Suite 335  
 South Bend, IN 46601  
 574.288.5758  
 Business Support Services

**Chick-fil-A of Mishawaka**  
 Kathy Wonderly  
 5517 North Main Street  
 Mishawaka, IN 46545  
 574.277.0222  
 Restaurants - Casual/Family Dining

**Creekwood Inn**  
 Peggie Wall  
 Rt. 20-35 at I-94  
 Michigan City, IN 46360  
 219.872.8357  
 Bed & Breakfasts

**Interim Health Care of South Bend**  
 Debra D. Parcel, RNC, BS  
 1361 North Ironwood Drive  
 South Bend, IN 46615  
 574.233.5186  
 Home Health Care

**Junior Achievement of Michiana**  
 Susan Cipares  
 2907 Division Street  
 Suite 112  
 St. Joseph, MI 49085  
 269.983.7579  
 Organizations

**Milburn Enterprises LLC**  
 Patty Cocquyt  
 2512 Milburn Boulevard  
 Mishawaka, IN 46544  
 574.257.1895  
 Contractors-Residential

**National Blind and Shade,  
 Division of MMW**  
 John Dorsch  
 2043 South Bend Avenue  
 Suite 185  
 South Bend, IN 46637  
 574.251.9274  
 Retail-Home Furnishings

**Northern Indiana Women's  
 Health Research**  
 Jeanne Ballard, MD.  
 505 North Lafayette Boulevard  
 South Bend, IN 46601  
 574.280.3946  
 Health Care/Medical Services

**Patriot Engineering and Environmental, Inc.**  
 Matthew Marlow  
 2210 Mishawaka Avenue  
 South Bend, IN 46615  
 574.232.0057  
 Engineering

**Purchasing Management  
 Association of South Bend**  
 Martha Price  
 PO Box 217  
 Mishawaka, IN 46546  
 574.647.7294  
 Organizations

**Title Express, Inc.**  
 Jill Katalinich  
 401 East Colfax Avenue  
 Suite 108  
 South Bend, IN 46617  
 574.287.5926  
 Real Estate Services



**Above:** Ambassador of the Year Lorraine Ryder, left, with Al Koch, Chairman of The Chamber Ambassadors at the annual Ambassador Luncheon.

## Ryder awarded 2004 ambassador of the year

Lorraine Ryder, a client support services specialist with IOI/Interlogic Outsourcing Inc., was awarded the 2004 Ambassador of the Year. Ryder accumulated the most points over the year for her efforts making member contacts, mentoring and other volunteering. For her accomplishment, Ryder received a \$200 gift card from University Park Mall, which sponsored the 2004 Ambassador program.

The Chamber wishes to thank the following Ambassador team members for their efforts and dedication in 2004.

**Chair**  
**Al Koch**  
 CB Richard Ellis  
**Bobbie Briedis**  
 Newton  
 Manufacturing Co.  
**Todd Bruce**  
 Lake City Bank  
**David Byers**  
 AmeriSearch Group  
**Bob Conte**  
 Carson & Boxberger  
 LLP  
**Shannan Crabtree**  
 CDS Office  
 Technologies  
**Bill Davis**  
 American Express  
**Kirin Harner, PHR**  
 Personnel  
 Partners, Inc.  
**Thomas Jeiger**  
 ADT Security  
 Systems  
**Tim Manring**  
 Laven Insurance  
 Agency, Inc

**Natalie Mast**  
 Cressy & Everett  
 GMAC Real Estate  
**Kim Matthews**  
 JDM  
 Communications  
**Helen Price-Outlaw**  
 KeyBank  
**Randy Przybysz**  
 Logan Industries  
**Lorraine Ryder**  
 IOI/Interlogic  
 Outsourcing, Inc.  
**Alan Steele**  
 Goodwill Industries  
 of Michiana, Inc  
**Becky Wiegand**  
 Travel Starz  
**Stephen Williams**  
 Complete  
 Financial Solutions  
**Lisa Greco**  
**Craig Sumerix**

*Grubb & Ellis/Cressy & Everett Invites You to Join Us at the DeBartolo Center on the Campus of the University of Notre Dame*



What does the future hold for road and air transportation?  
 More than you think! (And find out why you should care.)

- Featuring:
- J. Bryan Nicol, INDOT Commissioner
  - Charles F. Potts, highway transportation expert and CEO, Heritage Construction
  - John C. Schalliol, Executive Director, South Bend Regional Airport
  - Regional Commercial Real Estate Outlook 2005

For reservations, call 574.271.4064, ext. 45 or visit [www.forecast2005.info](http://www.forecast2005.info).

**Wednesday, January 26, 2005 7:00 - 9:30 a.m. Continental Breakfast Will Be Served. Limited Seating. Make Your Reservations Early.**

# chamber events jan. - feb. 2005

january

s	m	t	w	t	f	s
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

february

s	m	t	w	t	f	s
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

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

Register for Chamber events quickly and easily online. Email [events@sjchamber.org](mailto:events@sjchamber.org) or call Shari Carroll at 574.234.0051, ext. 311 for more event information.

## The 7 Habits of Highly Effective People Workshop Series

March

Series 1: 1st, 8th and 15th

Series 2: 2nd, 9th and 16th

Series 3: 3rd, 10th and 17th

8 a.m. - 4:30 p.m.

Innovation Cafe  
100 Navarre Building.

Cost is \$395 per person including materials. Contact Julie Stabrowski at 574.234.0051, ext. 315 for more information.

### Monday, January 17 Dr. Martin Luther King, Jr. Community Breakfast

Century Center  
7:30 – 9 a.m.  
\$25 per person, \$180 per table  
Contact: Vivian Sallie  
574.282.4350, ext. 3

### Wednesday, January 19 Business After Hours

Morris Park Country Club  
5 – 7 p.m.  
Members - complimentary; \$10 non-members  
Contact: Patty Palman  
574.234.0051, ext. 301

### Tuesday, January 25 Effective Advertising for Small Businesses - seminar

Chamber Briefing Center  
8 a.m.  
\$25 members/\$45 non-members  
Contact: Patty Palman  
574.234.0051, ext. 301

### Friday, January 28 Coffee & Conversation

Chamber Briefing Center  
7:30 – 8:45 a.m.  
Complimentary (members only)  
Contact: Patty Palman  
574.234.0051, ext. 301

### Thursday, February 10 IT Disaster Recovery Business Seminar

Chamber Briefing Center  
8 a.m.  
\$25 members/\$45 non-members  
Contact: Patty Palman  
574.234.0051, ext. 301

### Friday, February 25 Power Networking

Juday Creek Golf Course  
7:30 - 11:30 a.m.  
\$30 members/\$55 non-members  
574.234.0051, ext. 301

The Chamber wishes to assure members of our intention to provide physically challenged participants equal access to all programs. If you or your employees have special needs in this area, please contact The Chamber at 574.234.0051 ext. 311 at least 48 hours in advance.

## LEARN HOW TO SELL ON



Wednesday, January 12

10 a.m. - 4 p.m.

401 East Colfax Avenue, Suite 120  
\$85 (includes lunch and materials)

Have a professional teach you the right way to sell on eBay. Education Specialists use the most up-to-date training and student materials. Learn how to create listings that attract buyers, maximize profits with effective pricing and how to avoid costly mistakes.

To register, contact the Small Business Development Center at 574.282.4350, ext. 0



## THE CHAMBER@WORK ● ● ● ●

### Executive Editor

Shari Carroll

### Editor

Nick Johnson

### Editorial Information

Nick Johnson, ext. 274

### Advertising Information

Shari Carroll, ext. 311

### Chairman of the Board

Charles J. Viater

### Chair-Elect

Todd F. Schurz

### Chamber President and CEO

Mark N. Eagan, CCE

The Chamber@Work is published bi-monthly by The Chamber of Commerce of St. Joseph County, 401 E. Colfax Ave., Suite 310, South Bend, IN 46617. Not all opinions expressed in The Chamber@Work necessarily reflect the views of The Chamber of Commerce of St. Joseph County. To change your address or for other questions or concerns, call The Chamber at 574.234.0051, ext. 274.



# rainmaker

A rainmaker is an innovator, a company that provides a unique product or service, works in unconventional business models or uses creativity to solve challenges. This feature highlights companies that make our community prosper.

## converting a weakness into a strength

Tasha Klipich, Production and Warehouse Manager at Clean Seal, Inc., remembers when storing a product meant nothing more than finding open shelf space.

"We had racks crammed with boxes," Klipich explained. "There wasn't a real system for storage. When it came time to send something out, people would have to walk around and look at the boxes until they found what they were looking for."

Clean Seal, located at 20900 W. Ireland Road in South Bend, produces extruded rubber, grip seals, ultra grip, trim moldings and more. Over time, the administrative staff at Clean Seal realized that improvements in operations needed to be made.

That's where a previous business relationship that Clean Seal had with Productivity Management, Inc. (PMI), South Bend, came into play.

A leading provider of technology solutions for enterprise resource planning, PMI had been hired by Clean Seal to handle accounting software in 1998. According to Tom Doran, Vice President of Operations and Sales at PMI, Clean Seal asked for a deeper analysis of how they could improve operations.

"We sketched out a plan of things we saw in their day-to-day operations that we thought we could improve," Doran explained. "We saw that their system needed to be more integrated, so instead of entering data multiple times,



you could enter it once and use it over and over again."

Through some creativity and custom programming, PMI was able to tailor-fit a software system that tied together manufacturing, accounting, warehousing and customer service. Now the warehouse is organized using wireless hand-held scanners and bin locations. When scanned, the product information and location is uploaded to a computer that updates the system for all departments. There is now real-time, accurate accessibility to inventory information.

So what was previously a weakness is now a strength. According to Bill Dawson, General Manager/Vice President of Clean Seal, efficiency is up, and shipping mistakes are down. Creative thought and proactive business thinking put Clean Seal in a more competitive business position.

**TRUST** **QUALITY**  
**VALUE**

Whatever the data network requirements  
your business demands,  
get the job done  
with US Signal.

**US SIGNAL**  
866.2.SIGNAL

20 Monroe Ave NW Suite 450 Grand Rapids, MI 49503  
Phone: 866.2.SIGNAL Fax: 616.988.0414 www.ussignal.com.com

### member milestone anniversaries

**Congratulations to the following Chamber members celebrating milestone anniversaries in recent months.**

**5 years**  
Borders Books, Music & Café  
MacDonald Machinery  
Wipperman Occupational Health

**20 years**  
Century 21 Jim Dunfee Realty  
Hauptert Construction Co.  
Trans Tech Electric, L.P.  
Walsh & Kelly, Inc.

**10 years**  
Blackthorn Golf Club  
SCS Credit Corp.

**30 years**  
Superior Waste Systems

**15 years**  
Communications Test Design  
The Pointe at St. Joseph

## Viater elected new chairman of the board

Chuck Viater, President of MFB, was elected Chairman of The Chamber's Board of Directors at its December meeting. He succeeds Carl Bossung, Partner at Crowe Chizek & Company LLC.

Viater has served as the President of MFB since September of 1995 after working in executive positions for financial institutions since 1978. Under Viater's leadership, MFB has seen assets grow from \$180 million to more than \$500 million.

As a member of The Chamber's Board of Directors, Viater has served as Chair of the Health and Human Resources Task Force, Chair of the Legislative Affairs Committee

and is a member of the Strategic Planning Task Force. Viater has immersed himself in the St. Joseph County business community, serving on numerous boards, including the United Way, Madison Center, St. Joseph Regional Medical Center and the Salvation Army.

"I'm excited about seeing The Chamber's new strategic plan in action," Viater explained. "We spent time putting together a long-term strategy, and now is the time to work together to implement it."

Viater is a graduate of the University of Illinois. He and his wife, Lynn, have four daughters.



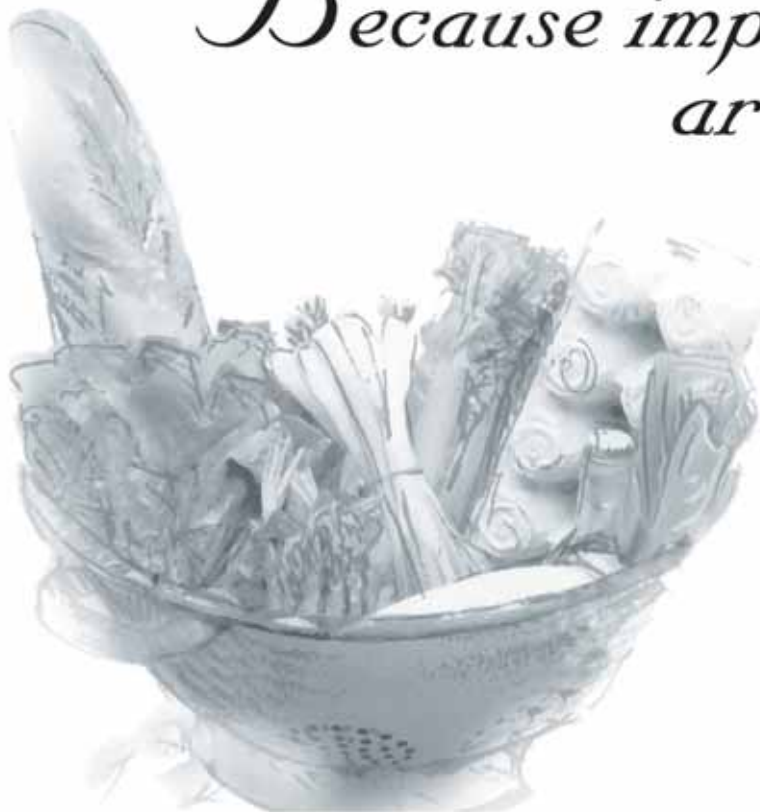
**Above:** Chuck Viater, center, MFB, is the new Chairman of The Chamber board. On the left is Chair-Elect Todd Schurz, WSBT, Inc., and on the right is previous-Chair Carl Bossung, Crowe Chizek & Company LLC.

*Because impressions  
are important...*

*we're all business.*

Enjoy our thoughtfully prepared menus. Whether for a luncheon meeting or discussions over dinner, the staff of Sorin's will provide the proper atmosphere to ensure a pleasant experience. Dine at Sorin's and embrace the season.

  
Located at The Morris Inn.  
Reservations Recommended  
631-2020  
[www.sorinsnd.com](http://www.sorinsnd.com)



# chamber member news

**Bayer HealthCare** recently announced the hiring of Jing Lin, Research Scientist; Hualin Jiang, R & D Engineer; Sarah Joswick, Associate Information Scientist and J. Craig Peschka, Manufacturing Engineer. Recent promotions include Mark A. Byall, to Manager, Financial Reporting, Planning & Analysis; Amy Chu, to Senior Staff Scientist; Bern E. Harrison, to Senior Research Scientist; Dijia Huang, to Director, Reagent Systems Development STS; Shawn Wietstock, to Manager, Software Procedures; and Weiping Zhong, to Senior Statistician.

**Daman Products Company** was recently recognized by The Johnson Center for Entrepreneurship & Innovation, a division of Indiana University's Kelley School of Business, as one of Indiana's leading high potential, high-growth companies at its 11th Annual Growth 100 Dinner and Awards Banquet. Nominees for the award must be privately held Indiana businesses and have at least \$500,000 in annual sales or have raised a significant amount of funding.

**Gibson Insurance Group** was recently named the Independent Insurance Agents of Indiana (IIAI) Agency of the Year. The Agency of the Year award recognizes one agency that demonstrates exemplary performance in the areas

of agency production, marketing, perpetuation, management, automation and industry involvement. Gibson Insurance Group was recognized for demonstrating an outstanding commitment to sound business practices, staff education, professionalism, and participation in industry affairs and legislative issues.

**Hogan Consulting Group, Inc.** was recently awarded a partnership with Citrix Systems. Citrix extends the capabilities of companies by allowing access to applications and information from anywhere there is an internet connection. With the Citrix partnership, Hogan Consulting Group, Inc. is able to design and support Citrix solutions at a higher level than other companies.

**Office Interiors** recently announced the firm's acceptance by the Indiana Department of Administration for certification as a Minority and Women's Business Enterprise (WBE). The firm has received certification in the following areas: interior design services, office furniture wholesaler, medical lab furniture wholesaler and audio visual equipment.

**Productivity Management, Inc.** has been named a "Technology Pacesetter" by *Accounting Today* magazine for the seventh consecutive

year. With offices in South Bend and Chicago, PMI is the only firm named a "Technology Pacesetter" in Indiana and one of a handful of firms to achieve the honor every year since its inception. Pacesetters are selected based on recognition by peers and business partners as leaders in the field.

**South Bend Civic Theatre** recently began a capital campaign to renovate its future home, the Scottish Rite Building, located at the corner of Madison and Main in downtown South Bend. Located two blocks south of Memorial Hospital and two blocks north of the Morris Performing Arts Center, the new facility should be open in January 2007, the start of South Bend Civic's 50th Anniversary Season.

**to submit**

To submit your company's press releases for The Chamber@Work's member news section, send an email or fax to Nick Johnson at [njohnson@sjchamber.org](mailto:njohnson@sjchamber.org), or 574.289.0358. The Chamber has the right to refuse or edit any material.



(866) 921-1141

[info@hogancg.com](mailto:info@hogancg.com)

<http://www.hogancg.com>

## Improving the Quality of Technology

*"Information Anytime, from Anywhere"*

- Network Design and Maintenance
  - Secure Remote Access Solutions
  - 'To Your Desktop' Support Solutions

Contact us today to learn how we can make your network an *Access Infrastructure*.



Quality Service is our Highest Priority



## the diary of a leadership rookie

by Shari Carroll  
*Manager, Programs and Communication  
 The Chamber of Commerce of St. Joseph County*

Wow, it's hard to believe that I've attended two more Leadership South Bend/Mishawaka program days since the last newsletter. You might recall that in my last entry, I outlined the Leadership objectives for the year and shared my retreat experience with you. Before my class is given a specific project, the Leadership journey continues as I learn to build the capacities for effective leadership.

Next on the agenda was a trip back in time to learn more about the community's history through the growth of commerce. This program day helped all of us have a better understanding of the community's current status by reflecting on the impact of its past.

You may have heard the prominent name of Colfax in this community. With Schuyler Colfax's position as Vice President of the United States, he was able to use his influence to land big contracts for manufacturers in the area in the early 1870s. Our early economy relied heavily on manufacturing, and was a boom for its residents, with some companies employing up to 15,000 workers. The area had a large mix of immigrants who worked for the different manufacturers. Belgian, Hungarian, Polish, Irish, German and Italian neighborhoods popped up everywhere, providing for a diverse work force.

Manufacturing continues to be a force in the area; however, technology and knowledge-based businesses, health care and education now lead the way to further economic growth.

I learned that many in the class were unaware of the area's outstanding transportation infrastructure, making it easier for companies to do business and attract new business. From an overnight ground delivery advantage that serves a population of more than 40 million to an extra heavy-duty highway system to a post office that rivals Chicago's, the county is a transportation and distribution gem.

This history lesson led to my next Leadership journey – collaboration. Examples of collaboration were evident as the class saw the collaborative effort through the arts. You've achieved collaboration when there is a sharing of vision, resources, power and critical information. A collaborative leader leads as a peer problem solver, inspires commitment and action, builds broad-based involvement and sustains hope and participation.

No better was this underscored by presentations from the Morris Performing Arts Center, which collaborated with 55 worldwide contractors to renovate

this beautiful showplace. And, it took a few women with a good idea to transform Art Beat into an annual downtown South Bend attraction.

History has shown what works and what doesn't, while the concept of collaboration shows how to get things done. Sounds like more invaluable lessons, not just for me, but also for everyone.

*This diary will track the Leadership journey that Shari Carroll is embarking on to give members a better sense of what the Leadership program is about. For more information on Leadership, contact Pam Newman at [pnewman@sjchamber.org](mailto:pnewman@sjchamber.org).*

## know how ● ● ● ●

### entrepreneurs go long on optimism

Barry Nash's media-training outfit hit a rough patch in 2003. Thanks to long-term contracts, it wasn't until then that The Coaching Company, based in Dallas, really felt the pinch of the post-September 11 economy. "Looking for renewals and new business was really tough," Nash says, "but things turned around for us in 2004, and I'm feeling cautiously optimistic about next year."

Nash is not alone in his buoyed spirits. Some 67% of CEOs feel that current economic conditions are better than a year ago, according to a recent survey of 10,000 CEOs at small and midsize businesses conducted by TEC International, an organization for chief executives based in San Diego. Just 7% of respondents in the fourth-quarter survey believe conditions are worse than a year ago, and 64% say they plan to hire in 2005.

Among firms with less than 100 employees, 84% of CEOs said they expect to see revenues increase over the next 12 months, one point more than the overall group. Similarly, 73% of small business owners expected a jump in profitability.

The TEC survey is one of several offering a rosy outlook for the coming year. The latest National Federation of Independent Business Small Business Optimism Index soared four points in November, to tie a 30-year record. And a study by The International Profit Associates Small Business Research Board, conducted after the November 2 election, showed that a majority of small business owners believe the reelection of President George W. Bush will spark an improved economy in 2005. In that survey, 68% said they were optimistic about the general direction of the country, 28% were pessimistic, and 4% had no opinion.

The TEC survey also showed a positive hiring trend, with 67% of small business CEOs in particular saying that they plan to add new staff next year. Steven Finder, the founder and CEO of a small chain of laser hair-removal salons called Smooth Solutions, counts himself among them. "We'll bring on people here and there as we grow the business and open some new locations," Finder says of his San Antonio-based outfit, which currently has 80 employees.

*Source: BusinessWeek Online*

**We agree.**

**It's time to  
lose the paper.**

**Go paperless with your payroll at IOI.**

***IOI Pay™***

With easy web-based entry in *IOIPay™* you can preview your payroll reports and check information before they process. Reports are available online so you can print needed information with a click of the mouse. Reports you don't need right away are stored for you to view 24/7.

***The Direct PayChek™ Card***

The Direct PayChek™ Card acts like a debit card that allows your employees to receive their pay directly to the card, and make purchases anywhere VISA® is accepted, and withdrawals at ATMs nationwide. This great pay option helps employees eliminate check cashing fees and reduces the hassles associated with lost or stolen checks.

***Employee Self Service***

*IOI's* Employee Self Service Station allows your employees to view and print their own check stub information from our secure site, freeing you to focus on your business. Contact us today to learn more about these and many other cutting edge payroll and HR administration solutions from *IOI*.

***IOI***  
**INTERLOGIC OUTSOURCING, INC.**  
**AN EMPLOYER SERVICES COMPANY**  
25325 Leer Dr., Elkhart, IN 46514

**Call Toll Free: 1.888.697.0021**

**Visit: [www.ioipay.com](http://www.ioipay.com)**

Branches: Fort Wayne, IN ■ Grand Rapids, MI ■ Oak Brook, IL ■ Phoenix, AZ ■ Tampa, FL

**The Chamber**  
Chamber of Commerce of St. Joseph County

**[www.sjchamber.org](http://www.sjchamber.org)**  
**The Champion of Business**

PRESORTED  
STANDARD  
US POSTAGE  
PAID  
SOUTH BEND IN  
PERMIT NO 352

401 E. Colfax Ave., Suite 310  
South Bend, IN 46617  
574.234.0051