

KEYNOTES

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ALOA2019

Your winning guide to the
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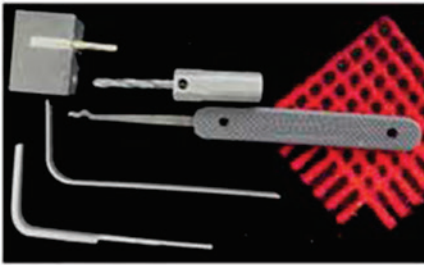
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SPECIAL INTRODUCTORY PRICE \$65.00 plus \$7.00 S&H



NEW!! Aable Key Adapters (pat. pend.)

Just in 2008 alone 35-GM models will use the (93 z groove keyway). Don't waste expensive keys or risk injury. My adapters can be used in virtually all key and code machines. **\$30.00 + \$6.00 S&H - Set of (2)**



NEW!! Ford Focus Type Ignition Removal Kit

Remove all Ford Focus type locks through present, in less than 5 minutes. With side bar and without side bar no other tool needed. No damage to wafers. Note: Just in 2008 alone 15 of 17 models will use no side bar. **\$95.00 + \$6.00 S&H**



NEW!! Ford 8 Cut No Side Bar Ignition Removal Kit

Force on all no side bar ignitions to the "on" position for fast removal or to start car in less than 60 seconds. **\$65.00 + \$6.00 S&H**

See us at
ALOA
H.L Flake
Booth 801



NEW!! Chrysler Ignition Removal Kit

Remove all 8 wafer ignitions through present in less than 5 minutes. No damage to lock, fit key, reinstall lock. **\$55.00 + \$6.00 S&H**



1998 Up G.M. In-Dash Ignition Removal Kit (patent 5454245)

Remove plastic ring and chrome cap in seconds. Make access hole to pick side bar. Turns cylinder to ACC position to remove lock in less than 5 minutes with no damage to lock. Your first job will pay for this kit. **\$70.00 + \$6.00 S&H**



1996 Up Ford 8 Tumbler Ignition Removal Kit and Side Bar Breaker Tool (patent 5701773)

Use force tool to turn ignition to "on" position in less than 60 seconds. To start car or for fast ignition lock removal or use kit to push side bar in, turn cylinder to "on" position for fast removal without any damage. Fit key, replace same lock. **\$90.00 + \$6.00 S&H**



1994 Up G.M. 9 Tumbler Ignition Removal Kit (patent 5454245)

The locks have longer side bars than the older type and must be in the "on" position to remove. This kit will do that with no damage to the lock. Fit key and install same lock. Does all types, vats, mrd, top hat, module, etc. Your first job will more than pay for this kit. New with update to do module locks, blazers, suburbans, pick-ups, etc. **\$80.00 + \$6.00 S&H**



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Mission Statement: The mission of the ALOA Security Professionals Association, Inc., as dedicated members of the security industry, is to ensure professional excellence and ethics; create a public demand for professional locksmith services; represent and speak for the locksmith industry; and expand the exchange of trade information and knowledge with other security-related organizations to preserve and enhance the security industry.

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For a complete list of our training sessions, visit www.detex.com/train17 or call 800-729-3839.

UPCOMING TRAINING:

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July 30, 2019

IML Washington Branch

710 South 2nd Street

Renton, WA 98057

10:00 am – 1:00 pm

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Don't Miss the ALOA 2019 Early-Bird Deadline!

TIME IS RUNNING OUT FOR THE EARLY REGISTRATION DEADLINE FOR THE 2019 ALOA Convention & Security Expo in Las Vegas, to be held August 11-17. Register by July 19 to get the best rate on your choice of registration package for the industry's premier event.

Also, the South Point Hotel & Casino expects the property to sell out for the week. To secure your room before it's too late, book online at ALOA.org via the travel tab on the Convention page, or call (866) 791-7626 and reference group name "ALOA."

For more details on this exciting event, see pages 40-56 in this issue of *Keynotes*. Questions? Contact conventions@aloa.org.



New Look for HES 9000 Electric Strikes



All HES 9000 Surface Mounted Electric Strikes are field selectable for fail safe or fail secure.

THE HES 9000 FAMILY OF surface mounted electric strikes now features a new look with the ASSA ABLOY logo, an industrial beveled edge and eight finish options. The 9000-MTK Metal Template Kit has been updated to allow easy installation for each strike in the HES 9000 Family, including the new HES 9800 Electric Strike. The HES 9800 is the only electric strike that works with the Starwheel and Interlocking latching mechanism unique to the Adams Rite 8800 & 8700 Series Narrow Stile Rim Exit Devices and the EX88 Interlocking Rim Exit Device.

All HES 9000 Surface Mounted Electric Strikes are Grade 1, dual voltage, non-handed and field selectable for fail safe or fail secure. They have a five-year no fault warranty.

NEWS BRIEF



SARGENT AND GREENLEAF®

» **Sargent and Greenleaf** has finalized its acquisition by OpenGate Capital, a global private equity firm. News of S&G and OpenGate Capital entering into an agreement to acquire was initially announced in January.

S&G will transition into a stand-alone business under the ownership of OpenGate Capital. For more information, please visit www.sargentandgreenleaf.com or call (859) 885-9411.

IN MEMORIAM

» **Randall L. "Randy" Boyer** passed away May 16 at age 72. He had owned Boyer's Locksmith & Security until his retirement and has been a member of ALOA for more than 40 years.

» **James F. Parker**, a master locksmith and a longtime resident of Hamilton, NJ, passed away unexpectedly on May 18, 2019 at the age of 74. He was a lifetime member of SAVTA, a member of ALOA and a representative in the Chambers of Commerce for Hamilton, NJ. His business A1 Safe and Lock has served Hamilton and surrounding areas for over 50 years.

» **Jim Currie, CPL**, an ALOA member for more than 40 years, passed away March 6. He was a veteran of the U.S. Army and had an active locksmith business in Sac City, IA, since 1971.

ASSOCIATION/CHAPTER NEWS

ALOA Represented at ELF Convention



Representatives of ALOA recently attended the European Locksmith Federation annual convention in Bologna, Italy, to promote ALOA membership and educational programs. Pictured, from left to right: Hans Mejlshede, Ketty Mejlshede, Peter O'Tool, Jane Field, Bob Cullum, Bill Mandlebaum, Linda Mandlebaum, Isabel Finn, Mary May, Peter Field and Clyde Roberson.

ILCO Announces Cloning Solution

ILCO HAS ANNOUNCED THE FIRST-TO-MARKET CLONING SOLUTION FOR TOYOTA "H" Texas 128 bit transponders. Cloning is a simple read/write process using the RW4 Plus or Ilco EZ-Clone Plus. There is no need to go to the vehicle with a "snoop" device, and the M-Box and internet connection aren't required. Using the new T128C transponder or new GTHT128C modular head along with the FREE software update for the RW4 Plus or Ilco EZ-Clone Plus is all you need to clone Toyota "H" type keys.

The T128C transponder or new GTHT128C modular head can be preset with the RW4 Plus for some Toyota and Subaru models before being programmed with the SmartPro. The T128C transponder is compatible with the new GTHT128C modular head (with EB3 blades), Ilco Look-Alike shells, Ilco Smart4CarTM style keys and original vehicle keys.



Ilco has announced the first-to-market cloning solution for Toyota "H" Texas 128 bit transponders.

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- **Kenneth R. Everette**
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CALENDAR

For a complete calendar of events, visit www.aloa.org.

JULY

July 19-20

- Nebraska Locksmiths Association Meeting**
Kearney, NE
Contact Grady Turner at lockmangrady@gmail.com or (402) 450-1849

AUGUST

August 11-17

- ALOA Convention & Security Expo**
Las Vegas, NV
www.ALOA.org/conventions@aloea.org

August 23

- IML Security Expo**
J.W. Marriott Resort and Spa
San Antonio, TX
www.imlss.com
(800) 453-5386

SEPTEMBER

September 20-21

- Doyle Security Products Trade-Show and Educational Weekend**
ALOA Classes: Auto, Life Safety and Shop Management
Minneapolis, MN
www.doylesecurity.com, (612) 521-6226

VIRGINIA

Fairfax

- **James F. Carroll**
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WASHINGTON

Edmonds

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Lafayette, LA

We Need Your Help

Attention, ALOA Members: Help us eliminate the industry scammer problem by screening these applicants, who are scheduled for clearance as ALOA members, to ensure they meet the standards of ALOA's Code of Ethics. Protests, if any, must be made within 30 days of this *Keynotes* issue date, addressed to the ALOA membership department, signed and submitted via e-mail to membership@aloea.org or via fax to 214-819-9736. For questions, contact Kevin Wesley, membership manager, at Kevin@aloea.org or (214) 819-9733, ext. 219.



Out With The Old. In With The New.

Introducing pdqSMART-STP: Our Stand-Alone Smart Lock with Mobile Management

Right now, there's only one type of pushbutton lock hardware out there and it hasn't changed in 20 years. **pdqSMART-STP** is about to shake things up.

Here are the top three reasons why the old technology pales in comparison to our new **pdqSMART-STP**:

- Smartphone credential, in addition to keypad and key
- Scheduling capability for up to 100 unique users per device
- Audit trail – 25 events on phone, 1 year on cloud

For about the same investment, STP delivers an entry-level, non-networked access control device with technology that can do so much more than lock your door.

Get all the details on this powerful lock at www.pdqsmart.com/stp





RECRUITMENT IS ESSENTIAL TO ALOA'S OPERATIONS. THE GROWTH it creates allows the association to have a bigger impact on the industry, provide you more benefits and allow for even more networking with your peers. ALOA SPAI is honored to recognize the following individuals who have worked tirelessly to recruit new members to us. In honor of their efforts, we're pleased to welcome these individuals to ALOA's most prestigious organization, the President's Club. If you'd like to be a part of this group, talk to your colleagues about the networking and benefits that ALOA SPAI provides for security professionals and help them become new members.

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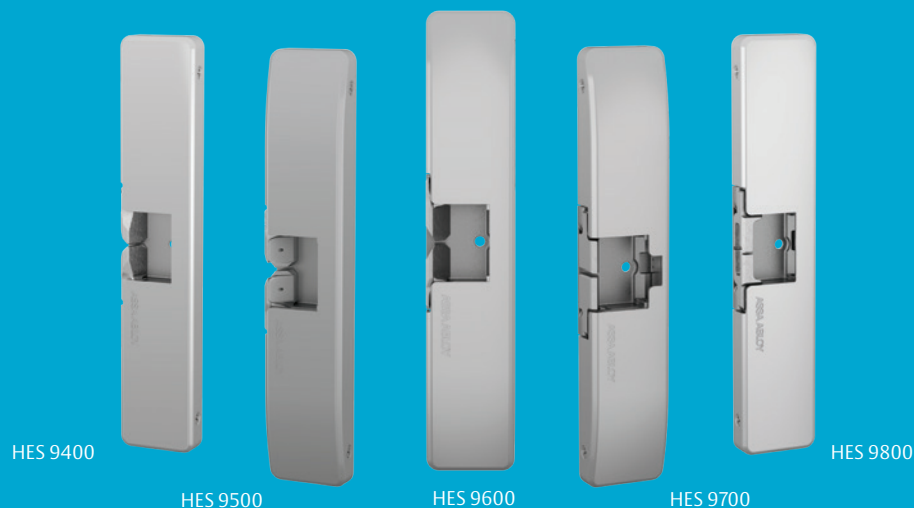
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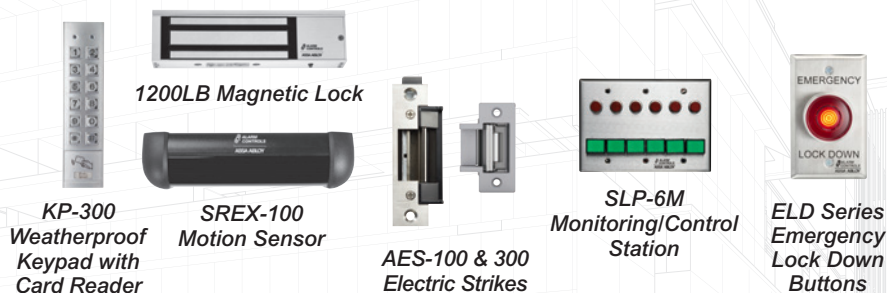
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JUST CARS IS JUST THAT

This annual event is a great complement to ALOA automotive education. **By Casey Camper, CML, CPS**



THE 2019 JUST CARS AUTO EXPO WAS RECENTLY HELD IN LAS VEGAS at the Westgate Resort and Casino, formerly known as the Las Vegas Hilton.

I'll admit that it's been so long since I did automotive locksmithing that VATS was considered leading edge technology. Making and servicing car locks was often a dirty and painful process, with cut fingers and scraped arms from dealing with the sharp edges of door panels. In addition, car work was a relatively low profit center for our shop compared to selling and servicing commercial hardware and electronic security. However, with the growing sophistication of car locks and keys has come an increase in cost to the consumer, which translates into a big profit potential for the locksmith.

Over the last few years, I have seen an increasing number of techs get more involved in this area of the industry and have frequently been told about the "Just Cars" show.

The name says it all: Everything in, around and about this event is focused on automotive lock servicing and key generation. This group is to car locks what SAVTA is to safes. The passion and focus are obvious from the moment you walk in the door.

Classes and Tradeshow

Classes were held in rooms surrounding the tradeshow, from ignition teardown procedures to proper usage of decoding tools. The classrooms were so full that students were seen sitting in the halls to



Just Cars provides several days of automotive-focused education and product demos.

attend. One of the most popular classes was instruction on EEPROM soldering. This involves de-soldering integrated circuit chips from a vehicle's computer board so the programming can be retrieved and modified before re-soldering them back in place and reinstalling the computer in the vehicle. Who knew? (And, actually, ALOA Education often has an EEPROM Fundamentals class if you're interested in learning about it.)

On the tradeshow floor, things were equally busy. A unique requirement for exhibitors at Just Cars is that relevant training must be provided in the booths. No "sales-only" presentations are allowed, so as an attendee walks the show floor, he or she can get hands-on training on whatever tools, equipment and supplies are being shown.

Just Cars is an impressive event by any standard. Nearly 1,000 people attended this year's show from approximately 12 countries, including the U.K., Czech Republic and New Zealand. Educational events included 22 classes in traditional classrooms as well as 27 vendors teaching

during the two-day tradeshow. The conference has grown an average of 15% each year since its inception in 2011 when the show opened with 280 attendees.

The event alternates from East to West, and next year's Just Cars event will be held in Orlando, FL. If you're interested in this now-high-tech, lucrative field, the show is well worth a look. ☺



Casey Camper, CML, CPS,

has been involved in the security industry since 1974. His career includes service as a factory representative for a major lock manufacturer, as well as more than 20 years owning and operating two full-service locksmith and security companies. Casey is a certified ACE instructor (CAI), and is currently a consultant providing advice, training and custom installation assistance to locksmiths, security companies and commercial clients. He was the recipient of the ALOA Continuing Education (ACE) Instructor of the Year award and previously served on the ALOA board as southwest region director.

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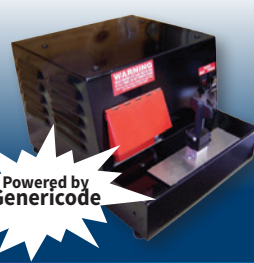
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Tools for Managing Your Business: **Tracking And Measuring Performance**

Keep an eye on your operation's vital signs to ensure your business is financially healthy. **By Noel Flynn**

THIS IS THE SECOND ARTICLE IN OUR NEW TOOLS FOR MANAGING Your Business series that is designed for business owners and managers — and especially for those who may not have had the opportunity to earn a relevant degree or attend management seminars or training.

In this article, we'll look at how we can closely monitor what's going on in the business without having to spend most of our time crunching numbers or reading reports. Our focus will be upon the sales/revenue side, rather than the expense/spending side of the business.

What's the Secret to Finding More Time to Manage the Business?

Ask any business owner or manager what their greatest challenge is, and he or she will likely tell you it's trying to find enough time to manage the business. Unless you have found a magical way to expand your day beyond 24 hours (and you expect to have a life outside of the business), you need to establish effective tracking and measur-

ing mechanisms... *but these mechanisms must be both efficient and meaningful!*

Employing time management techniques, effective use of delegation and many other practices can also help increase our productivity, but these are beyond the scope of this article.

Appreciating the Typical Small Business Owner/Operator's Situation

In the real world, the typical small business owner/entrepreneur is heavily engaged in supervising the daily service activities, and it's not unusual to find the owner spending a considerable amount of his/her time actually providing hands-on services. The one-man/woman business means congratulations on your elevation to the CEO position (applause). Before your ego becomes too large, I almost for-

got: you are also the janitor! You have many hats to wear, but undoubtedly, only one head.

To make matters worse, although many owners have strong experience directly related to the services provided by their business, they often lack experience, formal education or training in business management. This is especially true in the finance area, which is so important to effective management. But, as we'll see later, efficient and effective business management requires more than understanding and using financial statements.

Remember, the Small Business Administration (SBA) tells us that most businesses will fail and the cause will essentially be, a lack of business management skills. So if you think that business management is a low priority, you might want to take a closer look at the business casualty statistics. You will no doubt get a rude awakening.

Why Do We Need to Track and Measure Performance?

If you are fortunate enough to have a crystal ball, then it's not necessary to read this section. But for the rest of us, business managers need some sort of early warning system. In a future article, we'll discuss how to create and use a budget (that can function as a type of radar) but even a tool as powerful as a budget is not enough. So, what are we supposed to do?

A typical visit to our medical provider includes taking temperature, checking blood pressure, tests and possibly blood draws for labs. These discovery processes are even more important when the patient is unable to discuss symptoms, such as when the patient is an infant. Irrespective of the age of our business, we can all agree that early diagnosis of a problem is better than finding out when conditions have reached an advanced stage.

Just like the medical equivalent of our human bodies, a business has vital signs that are often referred to as "business barometers," also known as business drivers. Although these indicators won't necessarily tell us the cause, they will at least provide clues that something is happening that may be of concern. This alert will point us toward the area(s) where we need to take a closer look. **If we're going to check and monitor these vital signs, we must track specific data, looking for material changes, early warning signs and trends.**

But Aren't Financial Statements Supposed to Track and Measure Performance?

Ask anyone who has run a business, and they will agree that things can change quickly. Just to be clear, I am certainly not suggesting that financial statements are useless. Although very

important, financial statements are, in and of themselves, *too late and simply not enough*.

Think about it this way: Fiscal months include anywhere from 28 to 31 days, and many smaller companies don't close their books until several weeks after the end of the month — even longer at year-end. This means that, when released, the company's monthly financial statements typically cover a period of 45 days (and more) in the past, plus review time.

Moreover, many smaller companies don't prepare a balance sheet except at fiscal year-end, for tax purposes. **It is highly recommended that even smaller firms generate a set of financial statements monthly, to include at least: Income Statement, Balance Sheet and Cash Flow Statement.** This can be done efficiently if you are using one of the more popular accounting software applications such as QuickBooks or SAGE 50 (formerly known as Peachtree), although you will need some periodic and year-end adjusting entries by your accountant.

Finding out who won the game on the 11 o'clock news is helpful, but most of us would rather watch the game or at least keep track of the score as it unfolds. Coaches track and use statistics to help prepare for an upcoming game and also to manage a game in play; relevant data can help make decisions and influence the outcome if they act wisely and in time. As business owner/manager, you are the coach!

Which Business Barometers/Business Drivers Should We Track?

In a service company, some typical business barometers may include tracking such primary activities as number of service calls and revenue per call, per day (overall and by vehicle, by technician etc.). You may also want to track types of service calls by market segment such as: residential, commercial, government, auto and other. You'll definitely want to pay particular attention to the source of your leads and jobs. Where are new customers and new business jobs coming from — web, phone book, word of mouth, referrals, flyers, etc. Be sure to be on the alert for scammers pirating your phone number, company name and website. When was the last time you checked?

While some of this stuff may not be illuminating on a daily basis, tracking this data over time will provide useful information, insights and history. You can use this data for productivity analysis, resource utilization efficiency, establishing performance standards, setting up incentive systems and, if used constructively, to develop positive motivational tools. Tracking simple daily averages can be extremely informative to spot trends and replace raw opinion as well as supplement gut feel with fact-based analysis and assessment.

But I Am the Owner and Know Everything Going On

Just keep telling yourself that, if it makes you feel better! Many owners of established businesses like to believe that we know everything that is happening in this business. The truth is that, too often, this is more of an aspiration than a reality, in at least some areas. What's the downside? If your data confirms what you already believed to be true, there's no harm done. But you should still track the important indicators, looking for subtle trends that can serve as early warning radar, alerting you to changes that may be too gradual to notice in your busy daily schedule.

Few things in your business will open your eyes more than tracking business barometers, a.k.a. key performance indicators (KPIs). It doesn't matter whether you are just getting started and using a simple system for your new business or growing your established company with the help of accounting software. Decide what to collect and how, collect the data, track the trends and your effort will prove to be a good investment. You *will* learn something new!

Capture Important Data Directly in Your Source Documents.

Even with computer software applications to help with your bookkeeping, accounting, sales and business operations, it's useful to capture at least some fundamental tracking information details in your source documents using your business forms.

In other words, your forms such as work order, invoice, etc. should be designed to easily facilitate gathering important basic information and data when taking the order, scheduling the work, while at the job site or shortly thereafter. Use simple checkboxes on the forms (where appropriate) and, better yet, do it electronically if practical. Now that we have beaten this topic to death, let's look at how we can set up a simple tracking system.

What to Track

Let's look at some potential tracking areas for our business. Many activities can be useful to track but we need to consider how difficult, time-consuming or costly it may be to gather this information, versus the benefit derived from having it. Minimally, you should track the business barometers/drivers that follow, because they have significantly different implications. Ultimately, you should track and measure performance indicators in a manner and format that's best for your business.

In a service business, fundamentally, there are four primary kinds of sales/revenue generating activities that can be useful to track and monitor:

1) Product Sales:

- a) Sales/revenue dollars billed
- b) Number of jobs/sales

Average dollar revenue per sale = (a/b) - product sales

2) Installation/Repair Sales:

- a) Sales/revenue dollars billed
- b) Number of jobs/sales

Average dollar revenue per sale = (a/b) - installation/repair sales

3) Service Charge Sales:

- a) Sales/revenue dollars billed
- b) Number of jobs/sales

Average dollar revenue per sale = (a/b) - service charge sales

4) "Other" Sales:

- a) Sales/revenue dollars billed
- b) Number of jobs/sales

Average dollar revenue per sale = (a/b) - "other" sales

Once we have the above sales data for the four categories, we can add them all up for a sum or total sales, also known as consolidated sales. We'll do the same for total number of jobs/sales.

- a) Total (all) sales/revenue dollars billed
- b) Total (all) number of jobs/sales

Average dollar revenue per job/sale = (b/a) - total (all) sales

All of this will become clearer when we look at *Figure 1*. The blue font means inputs needed.

How Often Do We Need to Track and Monitor?

While at first it may seem like overkill, the data for each of the categories above should be captured and recorded *daily*, with monthly summaries and finally, annual summaries. Although data from just a few days in a new month won't be very telling, we may begin to see early indicators of an emerging trend. Holidays, foul weather, seasonal fluctuations and any other unusual business volume influences or interruptions, should be recorded and considered.

Using a Tracking Form

If you are unable to generate reports directly from your accounting software, using a simple spreadsheet model can be very helpful and efficient. But you can create your own forms and do this manually, if necessary. The best approach may be generating the raw daily data in reports directly from

your system (accounting software) and exporting or posting it into a spreadsheet template. Here again, if you capture the data daily, it's much easier, and there are only a few numbers to deal with. The spreadsheet can easily handle the math for cumulative calculations, and you should reconcile your numbers periodically to avoid errors.

Using a Template

The form in *Figure 1* provides a spreadsheet template form/model for capturing sales/revenue data, on a daily basis, for each of the four basic categories previously discussed. It also has daily totals, plus a cumulative sum of all workdays.

Each day, we insert the data (in the blue font cells), for that particular day, and the spreadsheet will calculate daily totals. The black cells are data that is either already on the form (such as days 1-31 and headings) or are calculation formula cells. If there is no activity (such as a weekend day or holiday), we input a zero.

Be sure to list major business interruptions such as extreme weather, vehicles down etc. in the 'Remarks' column, at the related day of the month. You can also create codes

(A = service vehicle down, B = bad weather, C = technician out), to overcome space limitations.

We also calculate the same data in cumulative totals, for the month, at the bottom section of the form. Cumulative monthly data is very informative. As previously mentioned, a spreadsheet model can easily cope with the math.

Updating the Workdays Is Crucial

Updating the number of workdays (near the bottom of the form) daily provides a "real-time" running daily average at any day in the month. This is important because fiscal months can contain a lower number of workdays (such as 18) or a higher number of workdays (such as 24), depending on the month and, of course, how many days of each month you engage in business activities. Our tables show the total number of days at month end.

When comparing full months, if you don't capture the number of workdays in each respective month (needed to calculate your averages per day), you will be comparing apples to bananas because of the variation in the number of workdays per month.

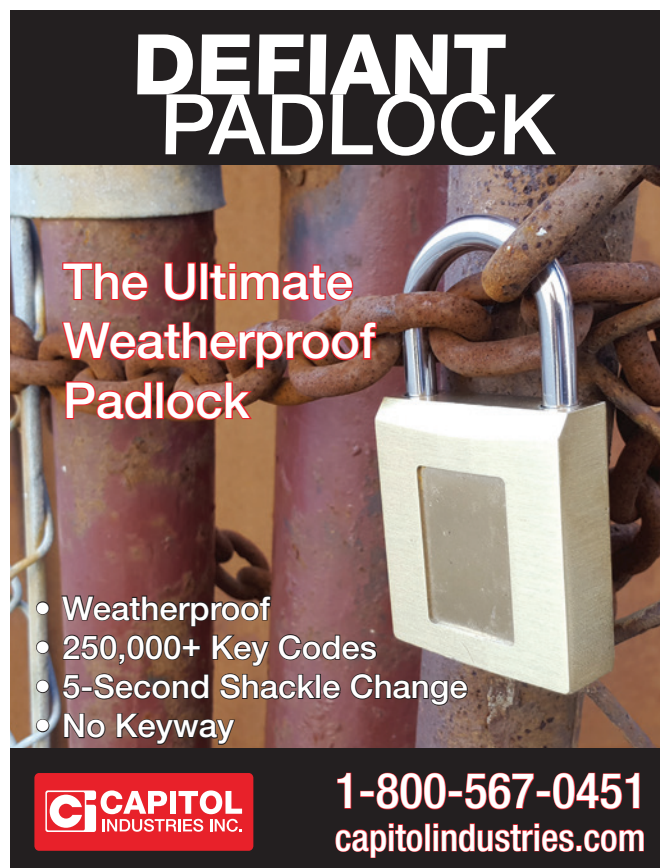


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TRACKING	Daily tracking of business barometers.					
XYZ COMPANY		[TABLE 1]				
		DAILY SALES/REVENUE LOG - Dollars				
		MONTH ==>	October	YEAR ==>	2015	
DAY	PRODUCT SALES \$	INSTALLATION SALES \$	SERVICE CHARGE \$	OTHER \$	TOTAL - ALL \$	REMARKS
1	\$2,500	\$4,000	\$1,000	\$250	\$7,750	
2	\$2,500	\$4,000	\$1,000	\$250	\$7,750	
3	\$3,000	\$4,000	\$1,000	\$250	\$8,250	
4	\$-	\$-	\$-	\$-	\$-	
5	\$-	\$-	\$-	\$-	\$-	
6	\$2,500	\$4,000	\$1,000	\$250	\$7,750	
7	\$4,000	\$4,000	\$1,000	\$250	\$9,250	
8	\$3,500	\$4,000	\$1,000	\$250	\$8,750	
9	\$2,000	\$4,000	\$1,000	\$250	\$7,250	
10	\$2,500	\$4,000	\$1,000	\$250	\$7,750	
11	\$-	\$-	\$-	\$-	\$-	
12	\$-	\$-	\$-	\$-	\$-	
13	\$1,500	\$1,200	\$400	\$250	\$3,350	Truck # 4 down all day
14	\$2,000	\$4,000	\$1,000	\$250	\$7,250	
15	\$2,500	\$4,000	\$1,000	\$250	\$7,750	
16	\$3,000	\$4,000	\$1,000	\$250	\$8,250	
17	\$2,500	\$4,000	\$1,000	\$250	\$7,750	
18	\$-	\$-	\$-	\$-	\$-	
19	\$-	\$-	\$-	\$-	\$-	
20	\$3,000	\$4,000	\$1,000	\$250	\$8,250	
21	\$3,500	\$4,000	\$1,000	\$250	\$8,750	
22	\$4,000	\$4,000	\$1,000	\$250	\$9,250	
23	\$4,000	\$4,000	\$1,000	\$250	\$9,250	
24	\$-	\$-	\$-	\$-	\$-	
25	\$1,500	\$4,000	\$1,000	\$250	\$6,750	
26	\$100	\$4,000	\$1,000	\$250	\$5,350	Bad storm - counter inactive
27	\$6,000	\$4,000	\$1,000	\$250	\$11,250	
28	\$1,500	\$4,000	\$1,000	\$250	\$6,750	
29	\$4,500	\$4,000	\$1,000	\$250	\$9,750	
30	\$2,500	\$4,000	\$1,000	\$250	\$7,750	
31	\$-	\$-	\$-	\$-	\$-	
TOTALS ==>	\$64,600	\$89,200	\$22,400	\$5,750	\$181,950	
# of work days ==>	23	23	23	23	23	
AVERAGE/DAY ==>	\$2,808.70	\$3,878.26	\$973.91	\$250.00	\$7,910.87	
Budget ==>	\$70,000	\$80,000	\$18,000	\$4,000	\$172,000	
Budget Variance	\$(5,400)	\$9,200	\$4,400	\$1,750	\$9,950	
Budget Var. %	-7.71%	11.50%	24.44%	43.75%	5.78%	

Figure 1. This spreadsheet template provides a model for capturing daily sales/revenue data in dollars plus daily totals and a sum of all workdays.

TRACKING	Daily tracking of business barometers.				
XYZ COMPANY		[TABLE 2]			
		DAILY SALES/REVENUE LOG - Number of Sales/Jobs			
		MONTH ==>	October	YEAR ==>	2015
DAY	PRODUCT JOBS/SALES	INSTALLATION JOBS/SALES	SERVICE CHARGE JOBS/SALES	OTHER JOBS/SALES	TOTAL - # of JOBS/SALES
1	10	6	6	1	23
2	10	6	6	1	23
3	12	6	6	1	25
4	0	0	0	0	0
5	0	0	0	0	0
6	10	7	6	1	24
7	15	7	6	1	29
8	12	7	6	2	27
9	10	6	6	1	23
10	10	6	6	1	23
11	0	0	0	0	0
12	0	0	0	0	0
13	8	2	2	1	13
14	10	6	6	1	23
15	12	6	6	1	25
16	16	5	5	1	27
17	12	6	6	5	29
18	0	0	0	0	0
19	0	0	0	0	0
20	10	5	6	1	22
21	7	6	6	2	21
22	14	6	6	1	27
23	14	6	5	2	27
24	0	0	0	0	0
25	6	6	6	0	18
26	2	6	6	0	14
27	18	6	6	1	31
28	7	5	5	1	18
29	16	6	6	1	29
30	11	6	6	1	24
31	0	0	0	0	0
TOTALS ==>	252	134	131	28	545
# of work days ==>	23	23	23	23	23
AVERAGE/DAY ==>	11	6	6	1	24
Budget ==>	275	130	125	25	555
Budget Variance	(23)	4	6	3	(10)
Budget Var. %	-8.36%	3.08%	4.80%	12.00%	-1.80%

Figure 2. This spreadsheet is set up exactly as in *Figure 1*, except it captures and records the corresponding number of jobs/sales instead of the sales/revenue dollars.



Understanding the Budget Section

Development, construction and use of budgets will be covered in the future, but these are beyond the scope of this article. However, the tracking form has been set up to accommodate use of a budget, as part of your tracking system. Spaces/cells are provided at the bottom to insert your monthly 'Budget' numbers for each of the four categories, your 'Actual' monthly numbers and 'Variances' (the difference between your budget (what you planned) and what actually happened). The 'Variance' percent (%) is also calculated. Budgets are a planning tool, not a crystal ball!

Capturing the Jobs/Sales Info

As you can see, *Figure 2* is in exactly the same format as *Figure 1* except that here we are capturing and recording the corresponding number of jobs/sales instead of the sales/revenue dollars. For each day, this answers the questions: How many sales dollars? How many related jobs/sales? In each category and for all sales?

Looking at both tables side by side is a window into the soul of your business' sales/revenue performance. When we know the sales/revenue and we also know the corresponding number of jobs/sales, we can then calculate the average sales/revenue per job/sale.

With this daily data, we can calculate and look at this average for one day, month, year or whatever period of time we choose. We can also compare performance results between or among several months or look at trends for a particular category, several categories or the consolidated look at all categories combined. Using the averages obviously helps to smooth out the normal daily ups and downs that are typical of most businesses.

Additional Benefits from Capturing Daily Data

After we have collected and recorded months of performance data, in addition to seeing trends, we also have the historical foundation for developing our sales/revenue budget for next year. Yes, now we have a repository of relevant historical performance data that offers many opportunities for benchmarking, analysis, business modeling and providing insights.

Other Tracking

In addition to tracking the business barometers/variables already covered, we can use this same approach for tracking other things. For service businesses, a service vehicle is equivalent to a machine on a factory floor, or we can choose to view it as just a mobile moneymaking machine. Why not track and measure the sales/performance of a service vehicle?

What about tracking a technician's performance? If your technicians are consistently assigned to a particular vehicle, then you can track and monitor both using one form. If applicable and not already happening, you should also consider using a tracking system for a department, branch or whatever unit(s) makes sense for your particular business. Project when you will need to hire one more technician. Want to know how your recent price increase may be impacting your business? Is that new competitor eating your lunch? *Pay particular attention to your trends!*

You're probably already using some method to assign sales to a particular individual. Many accounting programs include features for ascribing sales/revenue to an individual employee. This facility is often used for tracking performance and earnings for commissioned sales people, but you can also use it in non-commission situations. Lots of useful reports can be generated directly from your accounting system if you set it up accordingly!

What Matters Most Is to Get Started

What matters most is to recognize just how valuable *daily* capturing of a few pieces of data can be. Then, start small, capturing data that is relatively easy to acquire. Just get started, institutionalize the tracking discipline into your business culture and make changes later as you gain more experience.

Of course, you need to invest some time to set up the system but this will save you time in the long run. Don't delay or define success as perfection! There is an old adage that says, "When gathering information, it takes as long to acquire the last 10 percent as it does to gather the first 90 percent." So, if necessary, just settle for the first 90 percent and move on.

PRODUCTS & SERVICES GUIDE

Be Cognizant of Resistance to Change

Here's a word of caution for your consideration: As humans, we are creatures of habit and exhibit a tendency to resist change. Moreover, some people become uncomfortable when their performance is being tracked and measured. These are things to be aware of.

If you have employees, take the time to explain what you are going to do and how it can help identify what's going on in the business. This information can be used to help the company grow profitably, which can fund pay raises and benefits. Ideally, once you have a baseline, create some incentives for legitimate improvements. Elect to use your tracking data in a positive manner and definitely not as a weapon.

"What's measured improves"

— Peter Drucker, management guru

Our next article in the Tools for Managing Your Business series will be "Removing the Voodoo From Finance and Accounting." We'll cover the use of public accountants, the basics of financial statements and how to develop and use a budget. ☎



Noel Flynn is a degreed business management consultant with global senior leadership experience, including more than 20 years in manufacturing,

wholesale distribution and consulting sectors of the security industry. Noel has been a senior executive, officer, board director and advisor to not-for-profit and for profit companies in numerous industries worldwide. This includes being an ALOA board member since 2011, and he is also an ACE instructor, developing and teaching business management.

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STATE OF THE ASSOCIATION

Mary A. May, executive director, provides a report of ALOA SPAI's activities and accomplishments on behalf of members during the past year.

THE BOARD OF DIRECTORS REQUIRES THAT I REPORT TO THE MEMBERSHIP annually concerning the state of the association and its financial condition. The board establishes “Ends” — or goals — for the association. The staff then determines the “Means” (methods) that are required to achieve these Ends and works to achieve them based on reasonable resources available. Currently, the board has established five Ends. These Ends — in order of priority set by the board — are: Education, Membership, Operating Efficiency, Annual Conventions/Tradeshows and Financial.

Monthly reports are submitted to the board concerning progress toward these Ends. In addition, a column is placed in the official publication in relation to what steps have been taken toward the furthering of the Ends. The report I am making to the membership in this issue of *Keynotes* is a summary of these reports. For a better understanding of the manner in which the association is governed, members are invited to read the Board's Governance Policy. The policy is available online in the members-only area of www.aloa.org. You may also request a copy by contacting the ALOA office at (800) 532-2562.

End 1: Education

The ALOA Board has specified in the governance policy that we will have an educated membership who is prepared for the future and recognized as professional by industry, government and consumers. Ongoing efforts have been made to enhance members' knowledge.

Technical expertise. Members receive technical assistance and access to basic, intermediate and advanced training, allowing them to become certified in the following security system specialties: Automotive, Electronic Security, Mechanical

Security, Safes, Vaults, and Safe and Vault Servicing.

The ALOA Continuing Education (ACE) program conducted **191** ACE classes and seminars at **17** locations in **2018**. This amounts to **3,112** student class days conducted during the last year. It should be noted that 97 of these full-day classes were conducted away from the ALOA convention throughout the U.S. and Canada. Over the past few years, more than half of the ALOA training has been conducted at local and regional sites, bringing ACE quality instructor-led, hands-on training closer to the members.

This has enabled members to receive the best training while accumulating the points required for recertification and the knowledge required for achieving the various levels of certification.

The ALOA Training Center in Dallas is in its fifth year of operation, and the number of classes offered continues to grow. The current plan is to conduct at least one and sometimes two courses per

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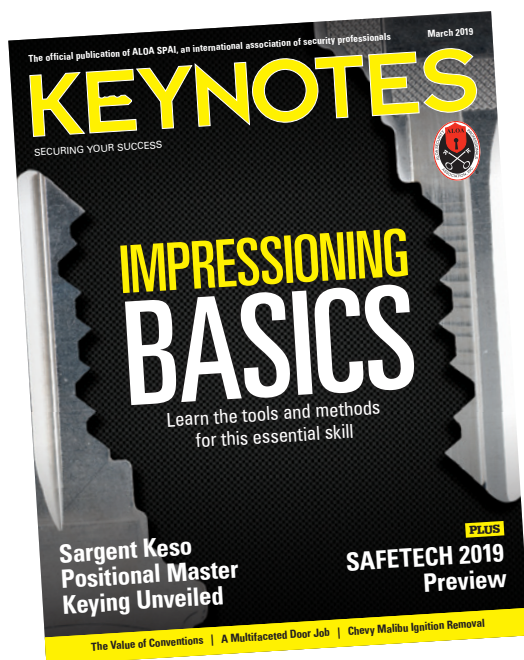
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The KEY to Winning ALOA 2019 LAS VEGAS

ALOA SPAI continues to provide education to its members via articles in *Keynotes* magazine each month and through classes at the annual ALOA Convention & Security Expo.

month, with each course consisting of two to six days of instruction in general, automotive, electronic security, safes and specialty locksmithing subjects.

There has been an increase in web-based training offered to our members on our own ALOA.org website. We offer web-based training in: *Basic Electricity; CCTV; Digital Video and Audio; Biometrics; Business-to-Business Security; Building Codes; Codes and Door Hardware; Door Hardware and Life Safety; Introduction to Access Control; Smart Card Technology; and Pre-Employee Screening and Background Checking*, with many more planned for the future.

The Proficiency Registration Program (PRP), which is a component of our Education program, conducted 42 full sittings and 45 after-class PRP elective exams, with a total number of 1,153 participants. Currently, there are: 741 CMLs; 689 CPLs; 2,793 CRLs and RLs (646 grandfathered RLs), with a total of 4,223 registrants in the program who have taken some — but not passed all — of the CRL requirements. There are a total

of 8,261 participants in the PRP database who have taken over 103,750 exams since the inception of the PRP in 1985 through December 2018.

Business and management expertise. Members have available to them, at different levels, continuous management information, business information, management and business assistance and professional business instruction, all of which allow members to be more successful. A business management education track has been created as a guide to assist them in becoming experts in their field or further enhance their knowledge.

End 2: Membership

The ALOA Board has specified in the governance policy that we will be recognized by:

1. Security product manufacturers and related groups; insurance underwriters; retail and wholesale hardware providers; service providers such as SHDA; and government agencies such as the Department of Labor, law enforcement and state and local governments.

The goal is accomplished by the association and its divisions participating year-round in conferences, tradeshow and local meetings, as well as members of the board holding positions on various industry boards and contracting training at events other than ALOA's or divisions.

2. Institutions: the ALOA Institutional and Investigative divisions assure of this recognition.
3. General public: the Findalocksmith.com site is available and maintained for the public to find legitimate ALOA locksmiths. In addition, the websites for ALOA, divisions and referral sites are optimized for best location when searching for a security professional.
4. Increased use of ALOA SPAI and divisional logos: Fifteen-plus logos are used or available for use, representing the association and qualified locksmiths.
5. Certification of ALOA SPAI retail locksmiths and divisional members. The current count of certifications is enormous. Please refer to the education section of this report.

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The ALOA Convention offers hands-on classes that allow members to grow professionally and network with other members of the security industry.

End 3: Operating Efficiency

The ALOA Board has specified in the governance policy that:

1. The association should have continuous development of new avenues of communication with members, prospective members, industry-related associations, security hardware distributors and manufacturers.
 - a.) The goal is accomplished by the association and its divisions participating year-round in conferences, tradeshows and local meetings, as well as members of the board holding positions on various industry boards and contracting training at events other than ALOA's or divisions.
2. Consumer awareness be promoted regarding industry-related changes, advancements and available consumer benefits offered by the industry. This occurs:
 - a.) each month in official ALOA publications *Keynotes* and *Safe & Vault Technology*;
 - b.) in the weekly edition of the E-newsletter, which is delivered directly to members' email addresses; and

- c.) through direct communications such as press releases.

End 4: Annual Convention/ Tradeshows

The ALOA Board is proposing in the governance policy that ALOA is recognized as the industry leader in advancing the locksmith security professional through sponsorship of relevant events.

In keeping with our governance, high ethical standards, best interest of our membership at large and in support of our goal, we have:

1. Scheduled, arranged and promoted various primary industry events, including two recurring national conventions and tradeshows at geographically dispersed venues that offer reasonable access to the membership at large.
2. Offered members and prospects good value by facilitating opportunities to engage in networking, training and other member-preferred activities.
3. Generated sufficient overall event profits to significantly offset administrative overhead expense, to the best of our

ability. This will ensure the organization's ability to provide services to the membership.

4. Worked toward the development of strategies and action plans that are consistent with, and in support of, the proposed strategic plan. This will keep us focused, on track and provide a high level of accountability.

End 5: Financial

The association will operate with high standards of competency and professionalism, maintaining a financially stable and viable organization.

1. The ALOA SPAI code of ethical standards is upheld and publicized.
2. A minimum of 4% annual net income is achieved, ensuring timely retirement of debt when applicable, creditworthiness status and adequate levels of cash for ongoing operational requirements and unforeseen events and needs. ☺

Mary A. May

Mary A. May
Executive Director

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Annual Financial Report

Following is not-for-profit ALOA SPAI's Statement of Financial Position (similar to a balance sheet) and Statements of Activities (similar to an income statement/profit-and-loss), as audited by the accounting firm of Sutton Frost Carry LLP.

Statement of Financial Position

ASSETS

Current Assets:

Cash	\$ 1,100,553
Accounts receivable	153,643
Inventory	62,211
Due from affiliate	943
Prepaid expenses	134,739
Total current assets	1,452,089

Property and equipment:

Land	97,500
Building and improvements	858,919
Furniture and equipment	259,239
	1,215,658
Less accumulated depreciation	(581,610)
Property and equipment, net	634,048
Total Assets	\$ 2,086,137

LIABILITIES AND NET ASSETS

Current liabilities:

Accounts payable	\$ 30,452
Accrued expenses	57,023
Deferred dues	632,896
Deferred exhibit fees	315,388
Total liabilities	1,035,759

Net assets:

Without donor restrictions:	
Undesignated	1,029,725
Board designated for support of the legislative fund	20,653
Total net assets	1,050,378
Total liabilities and net assets	\$ 2,086,137

Statements of Activities

REVENUES

Membership dues and services	\$ 1,284,682
Convention	905,890
Educational programs	210,952
Legislative income	71,279
Advertising	201,488
Promotional programs	58,195
Interest	42
Miscellaneous	2,265
Total revenues	2,734,793

EXPENSES

Program services	\$ 2,262,325
Supporting services	405,448
Total expenses	2,667,773
Increase in net assets	67,020
Net assets at beginning of year	983,358
Net assets at end of year	\$ 1,050,378

The organization adopted FASB ASU 2016-2014, Presentation of Financial Statements for Not-for-Profit Entities, as of and for the year ended December 31, 2018. Accordingly, on the Statements of Activities, expenses have been grouped into two categories: Program services and Supporting services. These format changes have effectively eliminated the traditional year-over-year comparisons format, but these will return under the new format for the 2019 fiscal year audit.

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ALO A2019

THE 63RD ANNUAL ALOA CONVENTION & SECURITY Expo in Las Vegas is fast approaching! We can't wait for you to join us August 11-17 for a week of expert-led classes, networking event and the best access to new products, all under one roof.

The ALOA Convention is a sure bet to help you advance your career, learn new skills and meet the industry's "high rollers." Take a look at the next 16 pages for more information on exhibitors, classes, schedules and more. Get ready to play your winning hand at ALOA 2019 in Las Vegas!



Win Professionally in Las Vegas

IT'S ALREADY THAT TIME AGAIN: The annual ALOA Convention & Security Expo is coming up next month, and I can't wait to see you all there. This is one of my favorite times of the year, as I can catch up with old friends and make new ones every time I attend. I hope that all of you have registered, as this is an event that can't be matched anywhere else in the industry.

This year, we're going back to fabulous Las Vegas for the first time in a few years. We'll be at a new venue this time, the South Point Hotel & Casino. You're going to love this place. It has the perfect set-up for us, as all of the classes and events are in the same area. You're not going to have to walk all over the place like at some of the other big Las Vegas Casino properties. You're also going to get a great rate, and there's a lot to do on site. If you want to go have fun on the Strip, it's just a short cab ride away. We get the best of all worlds at this property, and I hope you all like it as much as I do.

Education

Classes are a big focus for the week, and we have some great ones offered this year. No matter where you are in your career or what your specialty is, we have something

for you to take. There is everything from automotive and institutional classes to business and doors and hardware. Even if you're a seasoned professional, we all still have learning to do. Come take a class or two and brush up on some skills and learn new ones.

We've added some new classes too, including a class on ADA and an introduction to safe drilling. If you've been wanting to expand the services you offer, now's your chance. And if you have ideas of classes you'd like to see us offer next year, please tell us! We can't meet your needs if we don't know about them. If you've been interested in teaching a class, come talk to us. Our ALOA Education Department can give you information on what it takes to become an instructor and develop a class.

Security Expo

Be sure to plan on taking the full two days to walk the show floor at the Security Expo. We have more than 100 exhibitors signed up, and there will be so many new products to see. It's nice to see all the tools and hardware under one roof, and even better to be able to get demos and product education in person. There's nothing like seeing things for yourself.



While you're at the Expo, be sure to stop by the ALOA booth and meet some of the board and staff. We love getting feedback and getting to know some of the members better. The association wouldn't exist without you, so get involved as much as you can.

Thanks for being members, and see you in Las Vegas!

Jim Wiedman, CML
President
ALOA Security Professionals
Association, Inc.
president@aloea.org

ALOA 2019: A Sure Bet

Play your winning hand for professional development in Las Vegas.



WE'RE SO EXCITED TO BE HEADED BACK TO LAS VEGAS FOR ALOA 2019 August 11-17! The South Point Hotel & Casino is a new one for us, and I'm certain you're all going to love it. This location is so convenient, with all the classes, Security Expo and hotel rooms under one roof – but it's still walkable. You're getting a bargain rate for rooms: only \$69 Sunday through Thursday nights and \$109 on Friday and Saturday. Parking, high-speed internet, daily newspaper, a 24-hour gym and airport transportation are all free as well (just be sure to make a shuttle reservation).

On top of all that, the amenities of South Point are so incredible that you probably won't ever want or need to leave. They have cheap dining options, a nightclub, a bowling alley, a Cinemark movie theater and so much more. Hurry to make your reservation, as the hotel expects to sell out. Call (866) 791-7626 and reference group name "ALOA" or visit the Convention tab on ALOA.org.

This year's convention has several notable additions, including the orientation for first-time attendees. This will be held at 7 a.m. on Sunday, August 11 and will give new attendees an introduction to the convention and tips on how to make the most of your time while there. It will also give you a great chance to meet colleagues and get to know some of the staff. If you'll be attending the convention for the first time, we really encourage you to sign up to attend this event.

Also new for this year are refreshments on the Security Expo floor during lunchtime. Avoid the lunch crowds outside of the Expo and get more time on the show floor. Be sure to stop by the New Product Showcase to see the latest products from exhibitors.

For our attendees from outside of the U.S. and our ALOA ambassadors, be sure to stop by the Ambassador and International Forum at 5:30 p.m. on Friday, August 16. Have some refreshments and connect with your fellow professionals. Another must-attend event is the State of the States meeting on Thursday evening. ALOA members can learn about legislation affecting the industry as well as what new legislation is in the works.

If you haven't yet registered, there's still time! Visit www.aloa.org, mail in the registration form from the brochure included in the April issue of *Keynotes*, or register online at ALOA.org. If you'd like to check the status of a class (as they sometimes fill as we near the convention dates), call ALOA headquarters at (800) 532-2562, ext. 218.

See you in Las Vegas.

A handwritten signature in cursive script that reads "Mary A. May".

Mary A. May
Executive Director
mary@aloea.org



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Registration Hours

Saturday, August 10 2:00 p.m. - 5:00 p.m.	Friday, August 16 7:30 a.m. - 4:00 p.m.
Sunday, August 11 7:00 a.m. - 5:00 p.m.	Saturday, August 17 7:30 a.m. - 2:00 p.m.
Monday, August 12 - Thursday August 15 7:30 a.m. - 5:00 p.m.	

Sunday, August 11

7:00 a.m. First-Time Attendee Orientation

8:00 a.m. - 5:00 p.m.

101	Fundamentals of Locksmithing (Day 1 of 5) <i>Chris Chase, CRL, Josh Lloyd and John LaRue, CRL</i>
102	Auto Essentials <i>Tony Cagle, CRL</i>
103	Servicing Aluminum Storefront Doors <i>David Thielen, CML, CHI</i>
104	Basic Electricity for Locksmiths <i>Greg Perry, CML, CPS</i>
105	Investigative Locksmithing (Day 1 of 2) <i>John D. Truempy, CRL, CMIL, IFDI, CFL, and Vernon Kelley, CFDI, CFL, CMIL, CPL, ICML, IFDI, LSFDI</i>
110	Basic Safe Manipulation <i>Elaad Israeli, CMS, CPS, CRL, CAI, CFL, CFDI, LSFDI and Scott Gray, CMS, CPS, CAI</i>

Monday, August 12

8:00 a.m. - 5:00 p.m.

201	Fundamentals of Locksmithing (Day 2 of 5) <i>Chris Chase, CRL, Josh Lloyd and John LaRue, CRL</i>
202	Intermediate Domestic Auto <i>Tony Cagle, CRL</i>
203	Hollow Metal Door and Frame <i>David Thielen, CML, CHI</i>
204	Alarms for Locksmiths <i>Greg Perry, CML, CPS</i>
205	Investigative Locksmithing (Day 2 of 2) <i>John D. Truempy, CRL, CMIL, IFDI, CFL, and Vernon Kelley, CFDI, CFL, CMIL, CPL, ICML, IFDI, LSFDI</i>
206	Plug N Play CCTV (Day 1 of 2) <i>Mel Langenberg</i>
207	S&G 2790B & 2890B Certification Class <i>Michael Brislin</i>

Monday, August 12 - 8:00 a.m. - 5:00 p.m. (cont'd)

208	Life Safety Codes <i>Thomas Demont, AHC, CAL, CFDI, CFL, CMIL, CML, CMST, IFDI, ICML, LSFDI, ARL</i>
209	Master Keying Fundamentals and Advanced Concepts <i>Lloyd Seliber, CML</i>
210	Introduction to Safe Drilling (Day 1 of 2) <i>Elaad Israeli, CMS, CPS, CRL, CAI, CFL, CFDI, LSFDI and Scott Gray, CMS, CPS, CAI</i>
211	Institutional Locksmith Best Practices <i>Steven Fryman, CRL</i>

Tuesday, August 13

8:00 a.m. - 5:00 p.m.

301	Fundamentals of Locksmithing (Day 3 of 5) <i>Chris Chase, CRL, Josh Lloyd and John LaRue, CRL</i>
302	Intermediate Foreign Auto <i>Mannie Natal, CMAL, CRL</i>
303	Door Closers and Door Hardware <i>David Thielen, CML, CHI</i>
304	Electronic Access Control for Locksmiths <i>Greg Perry, CML, CPS</i>
305	SFIC - Small Format Interchangeable Core <i>William Lynk, CML, CPS, ICML, CMIL, M.Ed., CAI</i>
306	Plug N Play CCTV (Day 2 of 2) <i>Mel Langenberg</i>
307	Electronic Safe Lock Servicing <i>Scott Said</i>
308	LSFDI - Life Safety Fire Door Inspector (Day 1 of 2) <i>Thomas Demont, AHC, CAL, CFDI, CFL, CMIL, CML, CMST, IFDI, ICML, LSFDI, ARL</i>
309	Door Hardware Overview (Day 1 of 2) <i>Christopher Meccia, CPL, CAI, and Paul H. Sewall IV, CRL</i>
310	Introduction to Safe Drilling (Day 2 of 2) <i>Elaad Israeli, CMS, CPS, CRL, CAI, CFL, CFDI, LSFDI and Scott Gray, CMS, CPS, CAI</i>
311	Institutional Shop Management (Day 1 of 2) <i>Steven Fryman, CRL</i>
312	Medeco M3/X4 <i>Clyde Roberson</i>
313	Auto Forensic Case Management (Day 1 of 2) <i>Ross D. Squire, CFL, CML, CAL, CAI</i>

Wednesday, August 14

8:00 a.m. - 5:00 p.m.

401	Fundamentals of Locksmithing (Day 4 of 5) <i>Chris Chase, CRL, Josh Lloyd and John LaRue, CRL</i>
402	Auto Advanced <i>Mannie Natal, CMAL, CRL</i>
403	All About Exit Devices <i>David Thielen, CML, CHI</i>
404	Beyond the Basics of Access Control and Networking and Communication (Day 1 of 2) <i>James K. Ashley, CRL, CPS, Greg Perry, CML, CPS, and Mel Langenberg</i>
405	LFIC – Large Format Interchangeable Core <i>William Lynk, CML, CPS, ICML, CMIL, M.Ed., CAI</i>
406	Expert Witness Training <i>Brian G.J. VanDenburgh, CRL, CMAL, CFL, CAI</i>
407	Electronic Safe Lock Defeat <i>Scott Said</i>
408	LSFDI – Life Safety Fire Door Inspector (Day 2 of 2) <i>Thomas Demont, AHC, CAL, CFDI, CFL, CMIL, CML, CMST, IFDI, ICML, LSFDI, ARL</i>
409	Door Hardware Overview (Day 2 of 2) <i>Christopher Meccia, CPL, CAI, and Paul H. Sewall IV, CRL</i>
410	Basic Master Keying <i>Ralph J. Forrest-Ball, CML, CAL, CAI</i>
411	Institutional Shop Management (Day 2 of 2) <i>Steven Fryman, CRL</i>
412	Medeco Intelligent Key Certification <i>Clyde Roberson</i>
413	413: Auto Forensic Case Management (Day 2 of 2) <i>Ross D. Squire, CFL, CML, CAL, CAI</i>

Wednesday, August 14

FREE EVENING SEMINARS

These Do Not Count Toward Package Pricing - NO CEUs

6:00 p.m. - 9:00 p.m.

431	Lishi Tools <i>(Has required lab fee for Lishi Tools students will keep)</i> <i>Paul H. Sewall IV</i>
432	Alarm Lock Network & DL Windows <i>Andy Phelps, CRL, CAI</i>
433	ADA Access to Profitability: How to Install and Sell Low-Energy Operators <i>Liam Lehn</i>
434	The Diagnostic Box <i>Tom Tusing, CAL</i>

Thursday, August 15

8:00 a.m. - 5:00 p.m.

501	Fundamentals of Locksmithing (Day 5 of 5) <i>Chris Chase, CRL, Josh Lloyd and John LaRue, CRL</i>
502	Transponders and Microprocessors <i>Mannie Natal, CMAL, CRL</i>
503	Alternative Entry Techniques <i>David Thielen, CML, CHI</i>
504	Beyond the Basics of Access Control and Networking and Communication (Day 2 of 2) <i>James K. Ashley, CRL, CPS, Greg Perry, CML, CPS, and Mel Langenberg</i>
505	High Security Cylinder Servicing <i>William Lynk, CML, CPS, ICML, CMIL, M.Ed., CAI</i>
507	Digital Marketing for Locksmith Business <i>Steve Sacco</i>

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Thursday, August 15 - (cont'd)

A.M. Half-Day Classes

8:00 a.m. - Noon

506	10-Step Sales & Marketing Plan That Works! <i>Marty Jalove</i>
508	STRATTEC Automotive Lock Pinning and Update <i>Jeff Baker</i>
509	Customer Service Techniques <i>Christopher Meccia, CPL, CAI</i>
510	Trilogy Lock Install & Repair <i>Andy Phelps, CRL, CAI</i>
511	BiLock Certification <i>Nick Daum</i>
513	SIM CITY - Practical Programming <i>Allen Shelton and Vince Estascio</i>

P.M. Half-Day Classes

1:00 p.m. - 5:00 p.m.

518	Basic Electricity and Wiring <i>Russell J. Corriveau, RL</i>
519	Showroom & Retail Strategies <i>Tom Foxwell, CFDI, and Christopher Meccia, CPL, CAI</i>
520	SAVI (School Access Control Vulnerability Index) <i>Andy Phelps, CRL, CAI</i>
521	Perfect Raceway Qualified Personnel Program <i>Bob Cullum, AHC, CDT, CPL</i>
522	10-Step Sales & Marketing Plan That Works! <i>Marty Jalove</i>
523	SIM CITY - Practical Programming <i>Allen Shelton and Vince Estascio</i>

Special Events

Sunday, August 11

First-Time Attendee Orientation	7:00 a.m.
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Thursday, August 15

IAIL Meeting	5:30 p.m.
Women in Locksmithing Reception	5:45 p.m.
State of the States meeting <i>Must Be a Member to Attend</i>	5:30 p.m.
AIL Meeting	6:00 p.m.
Kick-Off Party	7:00 p.m.

Friday, August 16

Membership Meeting	8:30 a.m.
SECURITY EXPO	10:00 a.m. - 4:00 p.m.
PRP/STPRP Test Sitting <i>Must be registered before July 19.</i>	5:00 - 9:00 p.m. <u>NO LATE ENTRY ALLOWED. Doors will be locked at 5:05 p.m. ID required.</u>
Ambassador and International Forum <i>By Invitation Only</i>	5:30 p.m.
PAL'S Heroes and Midwest Keyless Annual Gala Benefiting St. Jude Children's Research Hospital	6:30 p.m.

Saturday, August 17

Keys Square Club Breakfast <i>By Invitation Only</i>	7:00 a.m.
CML Breakfast	7:30 a.m.
SECURITY EXPO	10:00 a.m. - 4:00 p.m.



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Training Courses: August 21st and 22nd	Training Courses: November 5th and 6th	Training Courses: February 5th and 6th	Training Courses: March 4th and 5th	Training Courses: June 10th and 11th
Security Show: August 23rd	Security Show: November 7th	Security Show: February 7th	Security Show: March 6th	Security Show: June 12th

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ACS Cleverttech	212	cleverttech-group.com
AirAllow, Inc.	320	www.airallow.com
Alarm Lock Systems	214	www.alarmlock.cm
Allegion (Schlage-IngersollRand)	703	www.allegion.com
ALOA Scholarship Foundation (ASF)	451	www.ALOA.org
ALOA Security Professionals Association	146	www.ALOA.org
Altronix	308	www.altronix.com
American Home Supply	429	www.ahs.cm
American Key Supply	627	www.americankeysupply.com
American Security Products (AMSEC)	506	www.amsec.usa
Anixter Security Products (used to be Clark)	502	www.anixter.com
ASSA Technical Services Inc.	415	www.assatechnicalservicesinc.com
Autel USA Inc.	1101	www.autel.com
Bad Dog Tools	1015	www.baddogtools.com
Big Red Safe Locks	1016	www.bigredsafelocks.com
Blackhawk Products	925	www.blackhawk7.com
Brivo	321	www.brivo.com
Bullseye S.D. Locks, LLC	516	www.bulleyesdlocks.com
Capitol Industries, Inc	302	www.capitolindustriesinc.com
Car & Truck Remotes.com	213	www.carandtruckremotes.com
CLK Supplies	219	www.clksupplies.com
CodeLocks Inc.	511	www.codelocks.us
CompX Security Products	405	www.compx.com
DETEX Corporation	623	www.detex.com
dormakaba	303	www.dormakabausa.com
Dugmore & Duncan	915	www.dugmore.com
EntreMatic	1020	www.ditecentrematic.us
Federal Lock & Safe, Inc.	441	www.fslock.com
FieldEdge (Formerly dESCO)	823	www.fieldedge.com
Fire King	1000	www.fireking.com
FJM Security Products	821	www.fjmsecurity.com
Framon Manufacturing/Blue Dog Keys	411	www.framon.com
Gardall Safe	920	www.gardall.com
General Lock	311	www.generallock.com
GKL Products, Inc.	1028	www.gklproducts.com
Global Tecspiro	329	www.gtl.tw
Guru Lock Network(BilockDealerNetwork)	913	www.gurulock.com
H.L. Flake	801	www.hlflake.com
Homeowners Marketing Services	922	www.homeownersmarketingservices.com
Hollon Safe Company	909	www.hollonsafe.com
HPC, A Hudson Lock Co.	227	www.hudsonlock.com
ICK Product	427	www.ickproduct.com
IDN	722	www.idn-inc.com
IDS Inc./MDS Incorporated	820	www.ids.usa.biz
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Intelligent Key Solutions	1112	www.intelligentkeysolutions.com
International Key Supply, LLC	903	www.internationalkeysupply.com
Jet Hardware Mfg. Co.	901	www.jetkeys.com
Key-Bak (WCC)	420	www.keybak.com
Keying Solutions	TBD	www.manta.com
Keyless Entry Remote Inc.	328	www.keylessentryremotefob.com
Keyless Ride	727	www.keylessride.com
KeyLine USA	1010	www.keyline-usa.com
Klassy Keys Corp.	421	www.klassykeys.com
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Lock Labs	910	www.lock-labs.com
Lockmasters, Inc.	713	www.lockmasters.com
LockNet	203	www.locknet.com
LockPicks.com by BROCKHAGE	612	www.lockpicks.com
Locksmith Ledger International	323	www.locksmithledger.com
Locksmith Resource	515	www.locksmithresource.com
Lowe & Fletcher	1102	www.loveandfletcher.com
Lucky Line Products Inc.	610	www.luckyline.com
Master Lock Company	813	www.masterlock.com
MBA USA	325	www.mbausa.com
Midwest Keyless	315	www.mwkeyless.com
MIWA Lock Co., Ltd.	1111	www.miwalock.com
National Auto Lock Service	927	www.laserkey.com
OBD Star	1117	www.obdstar.com
Olympus Lock, Inc.	417	www.olympuslock.com
PDQ Inc.	723 & 822	www.pdqlocks.com
Philadelphia Hardware Group	202	www.philzhardware.com
Premier Lock (Grip Tight Tools)	1019	www.griptighttools.com
Promet Safe Ltd.	423	www.promet-safe.com
Sargeant & Greenleaf	917	www.stanleysecurity.com
SecuRam Systems, Inc.	1014	www.securamsys.com
Secure-T Agency (STA)	1011	www.secure-t.com
Security Door Controls	1009	www.sdcsecurity.com
Select Hinges	1003	www.selock.com
Simpler Hardware	425	www.kkkcut.com
Smart Box Technology	7007	www.smartboxauto.com
STRATTEC Security Corp.	520	www.aftermarket.strattec.com
Sun Safes Mfg. Co.	1023	www.eaglesafes.com
The Diagnostic Box USA	827	www.tdbusa.com
TimeMaster	512	www.time-master.com
Transponder Island	521	www.transponderisland.com
UHS Hardware	424	www.uhs-hardware.com
U.S. Lock Corp.	921	www.uslock.com
WTU Systems	306	www.hidow.com
X Horse	524	www.xhorsetool.com
Zhagjagang Ruizheng Tool Company (Raise Key Cutter)	304	www.raisekeycutter.com

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Congratulations to the 2019 Elections Winners

Following are the minutes from the annual meeting to elect the newest ALOA officers and directors.

THE MEETING WAS CALLED TO ORDER ON JUNE 7, 2019 at 10:06 a.m. CST by Secretary Clyde Roberson at the ALOA SPAI Headquarters, 3500 Easy Street, Dallas, TX 75247. The following were in attendance: President Jim Wiedman, Executive Director Mary A. May, Secretary Clyde Roberson, Education Manager Jim Hancock, Proxy Barry Roberts, Membership Manager Kevin Wesley and Marina Pollmueller from Simply Voting.

Marina Pollmueller read the elections results, and a motion was made by Jim Hancock to accept the elections results. Jim Wiedman seconded the motion, and it was adopted unanimously.

Proxy Barry Roberts discussed results and will retain all proxy ballots until the members attending the Annual Convention Membership meeting determine their final disposition. The winners of the 2019 ALOA elections are:

- **President:** Jim Wiedman, CML, CAI
- **North Central Region Director:** Guy Spinello, RL
- **Southwest Region Director:** Guy T. Robinson, CPL, PSP
- **Southeast Region Director:** Tyler J. Thomas, CRL
- **Associate Region Director:** Noel Flynn

President Jim Wiedman declared that there was no other business to be conducted at this meeting. The meeting adjourned at 10:29 a.m.

Meet the Winners



President:
Jim Wiedman, CML, CAI



North Central Region Director:
Guy Spinello, RL



Southwest Region Director:
Guy T. Robinson, CPL, PSP



Southeast Region Director:
Tyler J. Thomas, CRL, CJIL, CMKA



Associate Region Director:
Noel Flynn

Thank You to Our Lifetime Benefactor Members

Jerrold G. Antoon, RL, CPP
 Roger F. Appleby, RL
 Ron Bada, RL
 Terry Barber, RL
 David M. Baum, RL
 Jason Benedict, RL
 Seth D. Blumberg, RL
 T. Alan Boone, RL
 Gregory N. Brandt, CML
 William V. Breazeale, CML, CPS
 Michael D. Churchman, CRL
 Richard L. Cohen, RL
 Richard A. Corvi, CRL
 Chris W. Cyree, CPL
 John R. DeMore, CPL
 Bruce P. Eagan, CML, CFDI
 Andrew Estes, CAL
 Marion W. Eubank Jr., CML
 Colin C. L. Fong, CPL
 Charles C. Fowler, RL

Barry M. Gelfand, CML
 Tom Gillingham Jr., CML, CPS
 David R. Hamman, RL
 Carl L. Hedges, CRL
 Joseph J. Hedglin, RL
 Robert D. Jaenicke, RL
 Ronald Jakich, RL
 Vernon Kelley, CPL, CFDI, ICML, IFDI
 Robert F. Kovac Jr., RL
 John B. Leaden, CML
 William L. Mandlebaum, CML
 Randy L. Marler, CRL
 George A. Mester, CPL, CPS, CMST
 Barry F. Meyer, CPL
 Sami Mokni, RL
 D. Keith Moore, CRL
 Manuel A. Natal, CRL, CMAL, CFL
 Eric Nelson, RL
 Bryan Jay Nystrom, CAL
 Wayne G. Plumtree, RL

Jeffrey C. Reese, CML, CPS
 Robert T. Richard, CPL
 Ruben V. Sanchez, RL
 John E. Schmutz II, CRL, CPS
 Paul G. Scranton, CRL
 Donald G. Sharp, CML, CPS
 Timothy R. Shaw, CML
 Harry L. Sher, CML, CPS
 Jay W. Soderland, CRL, CPS
 Ross D. Squire, CFL, CML, CAL, CAI
 Michael Sullivan, CML
 Robert B. Summers, CRL
 Richard W. Taedter, CRL
 Lloyd A. Taylor Sr., RL
 Martha (FAYE) Terry, CRL
 Barry Westbrook Sr., CRL
 Jean P. Wiart, CPS, RL
 James L. Yeager, CRL
 Willy K. Yee, RL

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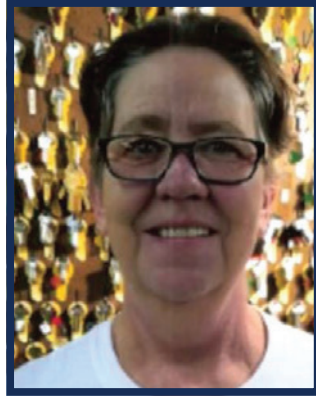
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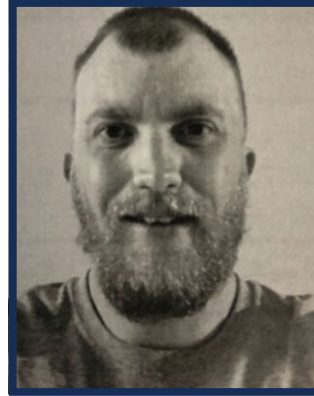
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Mika Bell



Lorraine Bigliazzi



Brandon Black



Greg Burlinson

ALOA 2018 Scholarship Winners

Congratulations to this year's recipients!

THE ALOA SCHOLARSHIP Foundation's (ASF) board of directors is pleased to announce that — through support and donations — we have award 15 scholarships this year. Three scholarships were awarded for the SAFETECH Convention, and 12 have been awarded so far for the ALOA 2019 Convention. Each scholarship provides one week of education.

Since 1987, ASF has awarded more than 400 scholarships to individuals who would not otherwise have been able to attend security classes. Classes include those held at national conventions, ALOA Security Training Center or at local events and schools where classes met the approved educational criteria of the ASF board.

The ASF's mission is to provide an educational opportunity to individuals who are dedicated to pursuing a career as a locksmith security professional and to those who wish to further develop their skills through education. The support of industry manufacturers and distributors is critical to the continuation of the ASF's mission and to future potential customers.

Donations from distributors, manufacturers and lock shops are not only tax deductible, these dollars also help provide industry sustainability. All companies are encouraged to support and give back to the industry through donations. Your donations are a low-risk, high-reward investment to help aspiring security professionals.

Please contact one of the ASF board members or contact Dawne Chandler (education@aloa.org), our liaison at the

ALOA Dallas Headquarters, to make your investment. The ASF needs your financial support.

In addition to the dollars, ASF needs product donations from manufacturers, distributors and locksmiths. These will be used for auction, raffles, etc. If you have products that you wish to donate, contact Education Manager Jim Hancock (214-819-9733 ext. 204) at the ALOA headquarters or one of our board members to discuss shipping and approximate arrival. All product donations must be marked "ASF DONATION." ASF will accept product donations during the ALOA Convention at our booth for the silent auction.

ASF would like to thank our fellow ALOA association members who are giving back to this industry through their donation made when renewing their annual membership.



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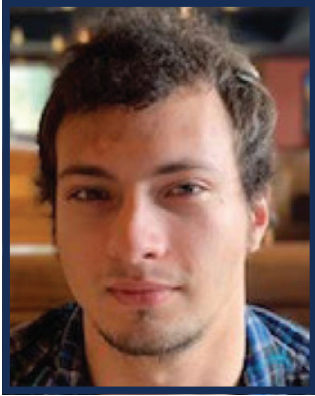


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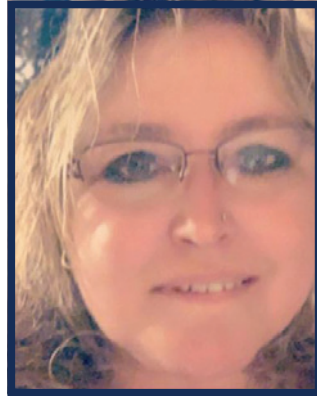
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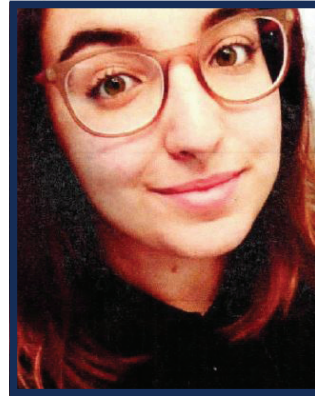
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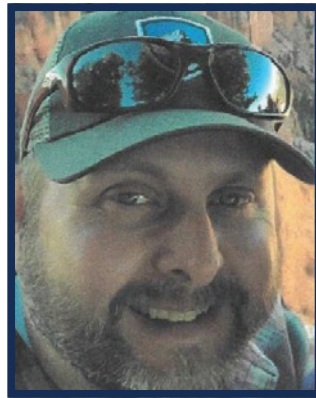
Deanne Lauricella



Chandler Ludlam



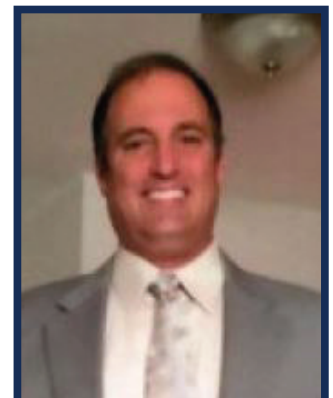
Mitchell May



J.D. Reiman



Macie Riordan



Michael Shua

The board would also like to thank Ilco for the generous and continued annual support of the ASF and would like to encourage all locksmith professionals — especially ASF Scholarship recipients — to support Ilco as they have supported you and the ASF for more than a decade. Ilco's yearly donations are an investment in the next generation of locksmiths and security professionals that will help ensure a bright future for our industry.

We also wish to extend our thanks to American Security Products (AMSEC), who has become a generous supporter of the ASF. This year marks their sixth consecutive year of donating a gun safe for the annual ASF raffle.

We hope to see all of you at the upcoming ALOA Convention. Please stop by the ASF booth to find out more about donating and to purchase raffle

tickets. While in the booth, classes or on the show floor, please welcome our 2019 ALOA Convention scholarship

recipients during the convention.

Congratulations to all 15 scholarship recipients. 🎉

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