

“When he talked about nails, the guy actually broke into tears.”

Chuck Smith

President

“A friend told me a story about an old guy he knew in the building products business many years ago who made nails. Every time they talked about nails and the nail business tears welled up in his eyes.



“We laughed. But I knew why.

“It wasn’t the nails that made the guy emotional. It wasn’t *making* nails that brought tears. It was forty years of nails and nail salesmen with families.

Nail customers with names. Nail hammerers with stories. Days in a nail booth at conventions that became months over a lifetime. Nail sales meetings. Nail golf tournaments. Canceled flights and nights in airports on the way to see nail customers. Nail problems. Price cuts by nail competitors. Forty years of life hanging by a nail.



“I can’t say that I shed tears over thresholds, gasketing, lite kits and louvers. But they remind me of my Dad, who started this company seventy years ago.



Of the things he taught me about the business and the people in it. The many days we spent together with customers on the road and at meetings. The products connect us indelibly with hundreds of friends we’ve made in the business over the years, the employees, sales reps, customers, architects, contractors. The problems. The wins. The losses.



“This business is my life. Not the products, the people. And a passion for the people begets a passion for the business and the products. And in every business, if there’s no passion, there’s no quality.”



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