

Technology

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across channels, Cohen adds. So far, the company has tackled customer service (seeing 15%+ increase in average order value), e-commerce (seeing 20% increase in revenue per customer) and inside sales (seeing a 10X increase in revenue per product pitch). Next up will be outside sales, marketing and counter.

Mike Burns, chief information officer at Benco has watched Cohen grow up in the business.

“The advantage of growing up in the business is he’s seen more than his years might suggest,” Burns says. “Over just a couple of months, we’ve generated hundreds of thousands of dollars of incremental sales from positioning their suggestions in front of our customers. That’s something that we worked on for years previously and really struggled to develop internally. They turned it around. They are a brand-new company and in a couple of months we really have found revenue in it. So it’s been exciting.”

■ 2020 Future Leaders

Why it Pays to Be a Perpetual Rookie

Operations Manager Tony Moore makes a career out of being a student

Thanks to the 29-year-old’s quest for continuous learning, Engineered Specialty Products has an incentive program that has increased productivity and improved efficiency in the warehouse.

By Stacy Ward

Ask Operations Manager Tony Moore what’s been most satisfying about his six years at Engineered Specialty Products (ESP) and he launches into a conversation about departmental metrics.

The pay-for-performance program he developed in 2017 for the gauge and temperature instruments manufacturer has led to many improvements, including a reduction in processing errors, a six-day drop in average shipping times and a 30% increase in pay for some warehouse employees. “It’s gratifying to see where we’ve come from and where we’re continuing to go,” says Moore, a self-proclaimed data junkie. “This may sound cliché but what is most satisfying is

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Calculation of MDM Inflation Index for February 2020

	BLS Price Indices Feb '20	BLS Price Indices Jan '20	BLS Price Indices Feb '20	% Sales Weight	Weighted Indices Feb '20 (1)X(4)	% Change Feb '20 Jan '20	% Change Feb '20 Feb '19
1136 Abr. Prod.	636.2	636.2	620.1	19.1	121.51	0.00	2.58
1135 Cutting Tools	536.6	536.9	531.7	18.9	101.42	-0.05	0.92
1145 Power Trans.	882.9	877.6	866.9	15.4	135.96	0.61	1.84
1081 Fasteners	573.1	577.7	543.6	9.0	51.58	-0.79	5.41
1149.01 Valves, etc.	1089.9	1089.2	1054.1	7.6	82.83	0.06	3.39
1132 Power Tools	400.1	401.2	395.2	6.5	26.01	-0.28	1.23
1144 Mat. Handling	652.5	651.7	643.3	6.2	40.46	0.13	1.43
0713.03 Belting	969.5	968.9	922.9	6.1	59.14	0.07	5.06
1042 Hand Tools	840.8	840.5	825.5	8.1	68.11	0.04	1.86
108 Misc. Metal	503.1	505.7	502.9	3.1	15.60	-0.50	0.06
"New" Feb Index	367.1	February Inflation Index			702.60	0.05	2.45
"New" Jan Index	366.9	January Inflation Index			702.23		
		February 2019 Inflation Index			685.81		

New index reflects 1977-100 base other #: 1967 To convert multiply by .52247