



Materials Management:

THE NEXT GENERATION

MRN/SWANA-MA 2016 CONFERENCE





MARYLAND ENVIRONMENTAL SERVICE



GREAT IDEA, BUT...





**WHERE HAS ALL THE
FEEDSTOCK GONE?**

**This is what we
want it to be,**



but this, is what it is.



Stop Competing and Start Excelling in Customer Care!

If you think you are building customer loyalty based on your products or services, think again! Customers don't buy your product, they buy how much they trust you. They don't buy your service, they buy your heart and your spirit.