

EVERETT'S AUTO PARTS



Operating as a hybrid facility since the mid 1990's

By Sandy Blalock

Everett's Auto Parts of Brockton Massachusetts was founded by Evereisto (Everett) Andrade in 1951. Everett continued at the helm of the company until his death in 1960. His sons, Roy and Mark Andrade, were both teenagers at the time of his death so Everett's brother, Bill, became the interim administrator of the estate until 1969. Upon returning from Vietnam, Roy along with Mark, took over control of their father's company and began the second generation in auto recycling. Roy's son, Thomas, joined the company in 1996 - the 3rd generation in the Andrade family recycling business.

Everett's Auto Parts has operated as a hybrid facility since the mid 1990's. In 1988 Roy hired Howard Nusbaum for a consultation. The first three hours Howard was onsite he just sat in the lobby of their original small 5 room wood building. Roy observing Howard sit there for all that time was having difficulty understanding exactly what he was paying Howard to do. Howard at the end of the day asked Roy to sit down with him to discuss the future of Everett's Auto Parts. From that point on, Everett's Auto Parts was in the U-Pull-It business.

Over the years they have increased their full service business to process 2,000 vehicles per year. They carry a warehouse inventory of 30,000 parts, with a concentration on mechanical parts for ten-year-old vehicles. Altogether they process approximately 25,000 vehicles annually.



Scale House



Everett's aerial view

Everett's operates a full service, self-service, end of life vehicle and scrap processing on 12.5 acres with sixty eight employees. To further their hybrid model, they also sell used vehicles.

The major advantage to running a hybrid facility is the ability to spread the cost of the vehicle over three revenue sources, full service, self service and scrap. They purchase vehicles for the full service yard and remove up to fifteen part types for sale and inventory. Once dismantled the vehicle hulk is placed in the self-service side to continue selling parts. When the vehicle has been depleted of resalable parts heavy equipment harvests the remaining metals and by products. Ferrous and non-ferrous material is harvested from every vehicle. Everett's sends scrap material to mills outside their general area to maximize their return. They use the SAS scorpion, excavators with grapples, a car crusher and logger/baler.

Thomas says the major disadvantage to their hybrid facility is the overhead and the back end reporting. They operate their facility from one showroom with a one yard management system. As a traditional



Processing Scrap

self serve facility they feel that they tend to over-serve the self-service customer because the customer speaks to a full service salesperson upon entry. Even at that cost, they are certain it is also the secret to their success. The customer gets much more from a shopping experience. "If they can't locate the less expensive self service part, they know, before hand, we have a full service part on the shelf and we will give them the opportunity to make a wise buying decision."

"As with most successful businesses it is about our team of employees and management that ring in our success. Everett's Auto Parts is no exception. Our management team and key personnel are



Modern Showroom & Service Counter



Racks of transmissions



New High Speed Crusher



all long term employees,” says Thomas. The shortest tenure of any manager in the organization is six years. Tenure ranges to thirty or more years.

Thomas would like to recognize two key team members that have helped their organization grow to its current size. **Jerry Grignon** has been with the company for 35 years; and **Carolyn Southworth**. Jerry oversees management of the processing area. He is responsible for processing and harvesting the material and export parts. Carolyn is the office manager who supervises the overall administration of the company, including financial, insurance, marketing and human resources. “Without the dedication and loyalty of these individuals we would not be where we are today,” says Thomas.

Thomas says that what he likes most about the industry is the evolving technology that helps manage a recycling businesses.” When I started with Everett’s in 1996, we had the Checkmate management system and one PC. We now have the capability and data to view and measure almost everything we do. From our YMS,

computer networks, camera systems and on line bidding, most of it can be viewed on or off site from a computer or a cell phone.”

Thomas says one of the major drawbacks in our industry is the unfair playing field on which we compete. Facilities that operate within the legal, environmental and safety guidelines are forced to unfairly compete with illegal tow operators, unlicensed repair shop/salvage yards, rebuilders and salvage recyclers who refuse to upgrade their standards and continue to operate as junk yards. We must find a way to work collectively with the many agencies that have oversight of recycling to find solutions to this growing problem.

Everett’s Auto Parts continues to pursue solutions that keep them at the forefront of the industry. They continue to revise their business to achieve operational efficiency, seek out relationships for purchasing and selling, and increase their services to be a one stop shop for retail and commercial customers.

Thomas says he expects consolidation in our industry will change the face of recycling. “They have a substantial presence in the full service and self-service areas so we can fully expect them to venture into this portion of the industry.” He says we can expect the trend of larger facilities growing and the smaller facilities finding it more difficult to compete and being forced to change or go out of business. “Hopefully in the end that will leave well focused facilities like

ours to capture a larger percentage of the customer base in our area.”

Thomas currently serves as vice president of the Automotive Recyclers of Massachusetts. He has spoken on various topics at industry conferences, including the ARA conference in Phoenix 2013. Everett’s Auto Parts is a member of Automotive Recyclers Association, Automotive Recyclers of Massachusetts, United Recyclers Group, National Independent Automobile Dealers Association, Massachusetts Independent Automobile dealers Association and Statewide Towing Association. Everett’s finds great value in being involved in industry associations that help keep them stay at the forefront with their hybrid operation. Everett’s also finds time to be involved with the Metro South Chamber of Commerce and the East Bridgewater Business Association. “We work with vehicle donation charities such as Kars 4 Kids, Helping Hands of America and the Green Vehicle Disposal program”.

Everett’s continually strives to operate their business more efficiently and profitably. They found that reinvesting heavily in development of the facility and equipment and in new business pays off when it is thought out and well planned. They are currently planning a building expansion to enhance their showroom as well as increase their vehicle output to 30,000 vehicles annually.

They have learned the importance of having a succession plan in place. The Andrade family has plans to assure the business is kept in the hands of the third and hopefully fourth generation. When Thomas’ children are old enough they hope they will take the reigns. Thomas has been married to his wife Anne for 18 years. They have three children, Hannah (14), Benjamin (11), and Matthew (8).

Hybrid recycling operations seem to be the trend of the future in our industry. More and more recyclers seem to be seeking that balance as they compete for salvage vehicles and try to squeeze every ounce of profit from them. The Andrade family is a fine example of recyclers of the world’s most recycled product - the motor vehicle.

About the Author



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