

A conversation with Joshua Chambers of Thompson Industrial

Thompson Industrial Services President and CEO Joshua Chambers is a passionate customer and employee advocate. He is a continuous improvement practitioner driving a “be safe, be good, be great” action-oriented culture across the company. BIC Magazine recently sat down with Chambers to learn more about his business philosophy and goals moving forward.

Q: What led to your position at Thompson?

A: Coming to Thompson in 2016 from a 20-year career serving global energy and industrial customers, I’ve experienced a large variety of cultures and business environments. Winning teams all share similar characteristics. They care deeply about their customers and teammates; are local, collaborative, positive, entrepreneurial and low-bureaucracy; and focus on safety, quality and integrity. Thanks to over 21 years of investment by Founder and Chairman Greg Thompson and the hard work of our team, Thompson Industrial embodies all these traits. I’m excited to leverage my technical, continuous improvement and business leadership background to lead productive growth throughout our company.

Q: What is the biggest news at Thompson right now?

A: First, we’re improving our safety culture via a best-in-class app-based safety observation tool and investments in services automation, driver telemetry, and world-class training and mentor programs.

Second, we’re becoming more local to be more responsive and intimate with our customers using a hub-and-spoke model that enables our teams to respond faster, develop local talent and drive customer intimacy.

Third, we’re improving and expanding our services by investing heavily in automation — not only to keep our team out of harm’s way but also to improve our consistency and quality. For example, by automating evaporator cleaning, we saved a major paper mill \$60,000 and cut its downtime by 50 percent. We aim to deliver this value in all our services, such as the high-volume capabilities of Big Pump, which save mills hours of downtime on recovery boiler cleanings, or our FINFOAM (fin-tubed exchanger cleaning), which yields our customers an immediate return on investment through increased production and reduced energy costs.

Other new service solutions include

sponge blasting and co-gen commissioning services for combined-cycle units.

Q: What is your biggest lesson learned?

A: Within any service organization, your people drive your values. As such, I’m making it personal and asking our team across the company to:

- Be safe: Personally be aware and mitigate hazards, coach and protect others, and get help or stop work whenever needed.

- Be good: Personally practice the highest ethical behavior, treating yourself, your teammates and others as you want to be treated. Always do the right thing regardless of the consequences.

- Be great: Personally drive an uncompromising quality delivery, identify opportunities to improve, and challenge the status-quo to drive positive change.

Q: Do you have a favorite quote?

A: “Give me six hours to chop down a tree, and I will spend the first four sharpen-

EXECUTIVE PROFILE



Joshua Chambers
President and CEO
Thompson Industrial Services

ing the axe.” — Abraham Lincoln

Our core values are safety, productivity, quality and integrity. Taking the time to plan ensures we deliver on all these.

Q: How do you maintain a good work/home life balance?

A: Simply put, it is enjoying what I do, looking at it not as work but as something I’m passionate about. Being happy at work makes it easier to spend quality time at home. ●

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