



# Bill Joplin's Compressor Services, Inc. Wins National Recognition

*Carrier Dealer Inducted into Prestigious Hall of Fame*

by pamela hammonds

February 8, 2008 was a day of celebration for Bill Joplin. Not only was he inducted into the Carrier Dealer Hall of Fame at a ceremony in Colorado Springs, Colorado, but Thad Helsley, mayor pro-tem of McKinney, proclaimed that day as Bill Joplin Day in his honor.

The career achievement award—the highest bestowed to any Carrier Dealer—was given to Bill in recognition for his years of service and his spirit of leadership that Willis Carrier exemplified when he started the first Carrier dealership. Bill was nominated for the Hall of Fame Award by his local distributorship in Irving. To be eligible, dealers such as Bill must have a minimum of 20 consecutive years of Carrier service, must be a factory-authorized dealer, and excel in the areas of loyalty to Carrier, industry accomplishments, and local leadership. Only three individuals nationwide received this distinction in 2008.

“As employees of Bill Joplin, we congratulate him on this lifetime achievement and take pride in being part of it,” said Janis Harbin, vice president. “We all know that it couldn’t happen to a nicer and more deserving man.”

This honor follows on the heels of another accolade given to Bill last year when he was presented the Carrier President’s Award, given annually to recognize Carrier dealers who excel in customer relations. In 2007, only thirty dealers nationwide earned this prestigious distinction, and Bill was one of only two in the state of Texas. The award recognizes dealers who exemplify quality in customer service and are considered one of Carrier’s model Factory Authorized Dealers when working with consumers.

“This year’s recipients achieved their business goals while delivering exceptional customer value and successfully positioning the Carrier brand in their respective markets,” said Karie Johnson, manager, Programs and Promotions, Carrier North America Residential.

Winners of the elite President’s Award serve as role models for their fellow Carrier dealers nationwide. The award presents the opportunity for recipients to aid other dealers and cultivate excellence across the dealer group. Bill Joplin’s Compressor Services was selected from a field of nationwide Carrier Factory Authorized Dealers.

## THIRTY YEARS OF SERVING MCKINNEY

This award winning company had humble beginnings. In 1978, Bill Joplin returned from Houston to his hometown of McKinney with his wife, Paulette, their children and very little money in his pocket and started Bill Joplin's Compressor Services. A small rural community of 15,000, McKinney residents depended on each other and valued those who could be counted on in times of need. Bill's company evolved over the years into one of McKinney's largest and most successful businesses, now serving a populace of over 119,000. He began with three employees and currently provides careers for over 100 people. In 2007, Bill Joplin's Compressor Services was awarded the McKinney Chamber of Commerce Business of the Year Award.

Working by Bill's side today are three of his children. Daughter, Charlette Vitz serves as director of community service while Bill's son, Michael LaTour is president and another son, Jason "Jake" Joplin, leads the commercial division. Bill's 16-year-old granddaughter also contributes, working as a file clerk after school and during the summer.

Many of Bill's employees have grown with the company including Janis who has worked there for nearly 25 years. "I'm very proud to say that Bill has helped mold me into the person I am today," she said. "He taught me how to treat customers. Bill has proved that doing whatever is right, regardless of the immediate impact on profit, actually does make profits grow. I began here as a young adult and found a home at Joplin's. When my father passed away when I was in high school, God blessed me with Bill, an authority figure I could respect that taught me how to be a good adult."

Others in the company echo Janis' sentiments. Brian Voss, commercial crew leader, said, "As we all pursue our personal goals, we also exhibit a great sense of compassion toward our co-partners. I believe that most of us have adopted an attitude of brotherhood, which in return creates a better working environment. Because of the fundamental layout of the company, we are an extended family," Brian said.



"It's not hard to see how a solid foundation, combined with strong leadership and positively awesome employees, creates a camaraderie that inevitably ensures an enviable place for all of us to pursue our dreams. Together, we are truly elite and a very uniquely blessed company."

## GIVING BACK SEEMS NATURAL FOR JOPLIN

In 2004, Bill Joplin established People Serving People, as a way to formally allocate grants to community nonprofit organizations. Each year, Bill Joplin's Compressor Services awards a \$25,000 grant to one or more organizations whose purpose is to enrich the community they serve. Those eligible must render services to the people of Collin County, Texas. Overseeing the funds is Bill's daughter, Charlette. "He's always given back to the community," she said of her father. "He feels that without the community, our company wouldn't be where it is today."

The first recipient was Holy Family School. "Bill saw a write-up in the paper stating they didn't have a cafeteria," Charlette said, "and that someone had broken in and stolen their food, so he decided we needed to help."

In addition to the annual grants, Bill's company is poised to help in the event of a national disaster and purchased items to help Katrina victims. He's donated money to Relay for Life, Clothe a Child, and Habitat for Humanity as well as vans to the Boys' and Girls' Clubs of America. "He's very caring, very good-hearted, and treats his employees like family," Charlette said.

For all the praise and notoriety coming his way, Bill Joplin remains humbled and honored to have served the community of McKinney for so many years. His focus has always been, and will always be, about his customers and the people who work beside him. 

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