



**North American Hardware and Paint Association**

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**FOR IMMEDIATE RELEASE**

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## **Local Entrepreneur Receives 2023 Young Retailer of the Year Award**

*INDIANAPOLIS*—Ryan Clouse, owner of Clouse Family Ace Hardware in Oscoda, Michigan, was recently named one of the independent home improvement industry's 2023 Young Retailer of the Year honorees by the North American Hardware and Paint Association (NHPA).

The Young Retailer of the Year program, now in its 27th year, identifies and promotes the next generation of aspiring independent home improvement, paint and decorating retailers. It recognizes individual achievement by industry retailers age 35 and younger throughout the U.S. and Canada. Honorees are chosen based on a number of criteria, including professional milestones, community engagement, continuing hardware industry education and extracurricular activities.

Sponsors of the 2023 Young Retailer of the Year program include American Hardware and Lumber Insurance (AHLI), Arrow Fastener, Intertape Polymer Group (IPG), Midwest Fastener, Pony Jorgensen, PPG, STIHL and The Wooster Brush Company.

Building on the successes of his family's 109-year-old operation, Ryan is committed to continuing the legacy of Clouse Family Stores. As a fourth-generation family member in the business, Ryan has already made his mark on the operation's expansion throughout Michigan.

Ryan's journey began at age 21, when he joined his family's remodel team for Carter's Shopping Plaza in Oscoda, Michigan. He then became the hardware manager at the combination grocery and hardware store—Roger's Family Foods and Oscoda Ace Hardware. He grew hardware sales by over \$250,000 in four years and added building materials and a greenhouse to the hardware store. He also became involved in the community by joining the Oscoda-Ausable Chamber of Commerce board of directors.

Throughout his career, Ryan has consistently looked for ways to make the business more efficient. He has created and coded computer macros to shorten the time needed to input sales at the main office, decreasing time spent on this task by 50%, and implemented a Google Drive system for employees to easily access information.



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He set up remote access support for the entire company, created remote training for employees and implemented monthly online meetings to improve communication. His network, commercial audio and phone system installations, policies and procedures implementations, paperless initiatives and other operational programs have saved the company hundreds of thousands of dollars.

In 2016, he installed security cameras at the Roger's Grocery and Oscoda Ace store, which unfortunately caught three employees embezzling money. The experience led him to start another business, Catch-M-Cams, which offered low-cost security camera options to local businesses.

After leaving Catch-M-Cams in 2017, Ryan founded Tech Vision Media and expanded from security cameras to phone systems, networking and commercial audio. He has reengineered the networking and communication systems in most of the operation's stores and is also highly sought after by other Michigan businesses for his services. He has also applied his technology skills to other ventures, including several rental properties, storage units and in-store digital advertising.

The Clouse family business has seen rapid expansion in the last five years, and Ryan has been an integral part of those new store acquisitions. By the end of 2022, the Clouse family owned 16 Ace Hardware stores, five Roger's Family Foods, one NAPA Auto Parts store and 295 self storage units. There are plans to open and acquire three more hardware stores in 2023. Ryan is involved with everything from remodeling and setting up store systems to acquiring new products and establishing niche departments.

Ryan redesigned all the operation's handbooks, policies and procedures documents and implemented important policies to improve overall operations and engagement with employees. He also created knowledge guides for employees so leadership can better understand employees' strengths and weaknesses to improve training.

Ryan is a big supporter of the communities his stores serve, donating time and money to local sports teams, nonprofits, fire and police departments, schools and families. He founded Teds for Tots through his local church, which gives teddy bears to patients in childrens' hospitals throughout the state. When many families struggled to find the products they needed during the pandemic, Ryan and the Clouse family went the extra mile.

"During the pandemic, we sought to be a symbol of hope and service in our communities. For a week, we stopped advertising the stores on the radio and instead put out messages of hope and unity," he says. "We found new vendors and hauled trailers full of products to keep our stores full when delivery wasn't an option in an effort to keep our customers stocked with the items they needed most."

A family man through-and-through, Ryan and his wife Sarah were married in 2021, and they have three kids: Jenna, Camden and Kinsley. His faith is a big part of his life and he is highly involved at New Hope Church.



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"I found I have a gift for rallying people to a cause and had the resources to make an impact," he says. "After I was baptized at age 28, my life motto became 'Love God, love one another and do stuff!' None of my success is possible without a good team, and I'm fortunate to call them my family as well."

"Being chosen as a Young Retailer of the Year is a high honor. Each year, manufacturers, retailers and wholesalers in the industry join us in celebrating the honorees' contributions to their communities and the industry," says Scott Wright, executive director of advanced retail education programs for NHPA. "Ryan exemplifies the dedication and innovation that keep our industry growing."

For more information on the Young Retailer of the Year awards program, honorees and more, visit [YourNHPA.org/yroty](http://YourNHPA.org/yroty).

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### **About the North American Hardware and Paint Association**

Founded in 1900 by a group of retailers, NHPA is a not-for-profit trade association whose mission is to help home improvement, paint and decorating outlets in the U.S. and Canada become better and more profitable retailers. Governed by a board of independent hardware and paint retailers, NHPA fulfills its mission by providing how-to management resources, product discovery, training programs and networking opportunities for the industry it serves. Learn more at [YourNHPA.org](http://YourNHPA.org).

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