

W.J. Maloney Plumbing Inc. — Phoenix, AZ

Kitty Langmade didn't plan on taking over the family plumbing business. It just worked out that way.

Langmade's parents, William (Duke) and Mary Maloney, started **W.J. Maloney Plumbing** after moving to Phoenix from Idaho in 1964. "They started out of their home and I still remember blueprints on the kitchen table," recalled Langmade.

"Dad was a plumbing contractor and his first high rise was the Phelps Dodge building across from Durant's on Central," said Langmade, who worked for the family business periodically over the years.

"When I returned from my wedding in 1996, I learned that my mother's secretary had quit," Langmade said. "I worked for about six months doing accounting and payroll without pay until I decided to come on board." Duke passed away in 2006 and Kitty became the company's president in 2009.

"Commercial plumbing was our bread and butter, but I was asked to grow the service division," Langmade said. "When things got lean in the construction industry, we realized that having a certified woman-owned company would be important to getting government work."

Langmade took classes at night at the local union hall and became a licensed journeyman plumber and pipefitter in 2009. "That helped us get more business as a disadvantaged business enterprise through the Arizona Department of Transportation," she said.

Langmade credits **Maricopa Community Colleges SBDC Business Analyst Linda Koenes** for helping



*President Kitty Maloney-Langmade (right);
Secretary and Treasurer (and mom) Mary Maloney (left)*

her navigate the challenges of owning a business, especially during the economic downturn that affected the entire construction industry in Arizona. "Linda introduced me to SBA classes and helped me get on the registry for women-owned businesses," she explained. Koenes also forwards information on business opportunities, workshops and financing programs.

"She's been a huge resource," Langmade added. "She is my go-to person for questions of any kind."

Owning a business offers special rewards, according to Langmade. "The experience and hardship makes you stronger. The sense of accomplishment, achievement and personal growth has been important."

Aspiring new business owners should go after their dreams, she advised. "Know that there's help out there like the SBDC. Every business has to start somewhere. Education has always been critical to figuring out what I can do better."

W.J. Maloney Plumbing, Inc.

Type of Business:
Plumbing Contractor

Owner:
Kathryn (Kitty) Langmade

Address:
9119 North 7th Street,
Phoenix, AZ 85020

Phone: (602) 944-5516

Website: www.wjmaloney.com

Business Began:
1970 as Sole Proprietor/2010
as S-Corp.

Employees at Startup: 2

Employees in 2010: 88

First Year Revenue:
'Not very much'

Revenue in 2010: \$9.5 million

Startup Capital: \$10,000

Source of Initial Capital: Family
Loan

SBDC Counselor: Linda Koenes
Maricopa Community
Colleges SBDC
(480) 784-0590