

# Deb Dalziel Entrepreneur of the Year

This award honors a woman entrepreneur who has significantly changed or improved her life and the lives of others. The award is presented in memory of Deb Dalziel, a devoted small business advocate who was director of the Small Business Development Center at Southeastern Community College. Deb passed away from cancer in 1999 at the age of 44.

America's SBDC Iowa is a nationally-accredited outreach program of Iowa State University's College of Business. We have 15 regional business assistance centers located strategically across the state, to better serve Iowa's business community. Since program inception in 1981, America's SBDC Iowa has helped Iowa businesses and entrepreneurs through no-fee, confidential, customized, professional counseling and practical, affordable training workshops.

For more information about America's SBDC Iowa programs and services, call (515) 294-2030 or visit [www.iowasbdc.org](http://www.iowasbdc.org).



## 2023 Deb Dalziel *Entrepreneur of the Year*



**Nannette Griffin**  
Griffin Muffler and Brake

Funded in part through a Cooperative Agreement with the U.S. Small Business Administration.

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America's Small Business Development Center Iowa  
[www.iowasbdc.org](http://www.iowasbdc.org)

# Nannette Griffin

Nannette Griffin is the entrepreneur behind Griffin Muffler and Brake. Nannette has always had a love for cars, even at young age while helping her father, a U.S. Air Force mechanic, work on cars in their garage. In 1985, she went to work for a small dealership where she started in finance and eventually worked her way up to management. After realizing she wanted to change the way customer service was done in the industry, she opened Griffin Muffler and Brake in 1997.

Nannette performed brake jobs and her husband did custom exhaust work. When an opportunity came to purchase a building in Ft. Madison, Nannette contacted the SBDC to help her with loan options. As her business continued to expand they hired two more auto mechanics and Nannette started focusing on the marketing and operations aspect of her business. In 2007 tragedy struck when the building caught fire and burned down. Nannette and her husband were determined to persevere and took the opportunity to rebuild to become more efficient.

The customer experience has always been important to Nannette and she has taken many steps to give her customers the best service possible. Griffin Muffler and Brake has become AskPatty certified, a Female Friendly certified shop and is a Tech-Net professional.

In 2019, Nannette founded the Southeast Iowa Chapter of Midwest Auto Care Alliance. It had been a goal of hers to have a chapter in the southeast region because it was a three-hour drive to the closest one in Des Moines. She is leading change in the industry by uniting fellow automotive repair shops to participate and work together.

Nannette also graduated with an Accredited Masters in Automotive Management (AMAM) with Automotive Management Institute (AMi). Those holding this professional designation have extensive training and education in managing and leading a successful service repair operation.

Nannette is a great example of a woman entrepreneur that was not afraid to step out and work to change the perception of a male dominated industry.

## Through the SBDC, Griffin Muffler and Brake has received:

- Assistance with Financial Projections and Funding Applications.
- Opportunities to Participate in SBDC Workshops.
- Open Doors and Connections to New Communities.



**Visit: [www.griffinmuffler.com](http://www.griffinmuffler.com) for more information**

**"Janine Clover with SCC was instrumental helping me get my start as a business owner. She guided me with finance options and helped with my business plan to make sure I was on the right track for success. I encourage anyone starting or expanding a business to contact Janine at SCC. It has been my pleasure to speak and offer advice for the Dream Builders class."**

**~ Nannette Griffin , Griffin Muffler and Brake**