

Success Stories

PURDUE
UNIVERSITY

TECHNICAL ASSISTANCE
PROGRAM



PERSONIX

Indianapolis, Indiana

A LEADING MANUFACTURER of credit cards, health-care cards, and financial and health document delivery services, Personix is integrating lean manufacturing principles into its core culture. To help accomplish that objective at its Indianapolis facility, TAP's Manufacturing Extension Partnership has created a multi-tiered training program for employees. As a result of sessions on advanced manufacturing, culture change, and other principles, managers already have seen **INCREASED PRODUCTION** and **BETTER SPACE UTILIZATION**. Those intermediate accomplishments should go a long way toward realizing the company's **ULTIMATE GOAL OF DOUBLING CAPACITY WITHOUT INCREASING SQUARE FOOTAGE**.

"From my perspective, TAP has been critical to our success — primarily because of an absolute willingness to immerse themselves in our business. The coursework is custom-suited to our environment and the availability of our personnel. Each of the major courses was followed by kaizen events solidifying the learning and bringing it home for the participants. Plus, our tuition costs were covered by a Department of Workforce Development Training Acceleration Grant. As a result of our partnership with Purdue's Technical Assistance Program, we've experienced increases in velocity and margin and decreases in expenses and costs. We're running leaner than ever and continue to partner with TAP to drive 'lean' deep into our culture."

— Andy Platt, Process Improvement Leader
Personix

EA/EOU

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GlasCraft

Indianapolis, Indiana

GLASCRAFT IS KNOWN AROUND THE WORLD for dispensing excellence. As the world's leading designer and manufacturer of advanced application equipment for the fiberglass composites, foam, and coatings industries, GlasCraft has already implemented lean manufacturing as a means of encouraging expansion and supporting growth. Working with TAP's Manufacturing Extension Partnership, GlasCraft was able to **REDUCE ON-SITE INVENTORY** and work with its vendor base to create a **STEADIER FLOW OF PRODUCT**. Then as a result of moving to a cellular manufacturing process, within 12 months the company was able to **REDUCE STANDARD CYCLE TIMES FROM 15 DAYS TO LESS THAN 5.**

"We're a small company in a huge market and I've only got 25 people on the shop floor, so any time those people are not assembling product, we're not making money. The biggest piece in this project was the empowerment of those employees on the floor. All of them were included in the training sessions, which really helped them buy into the program. We'd have a number of hours of class time and then go out on the shop floor and make it happen — we were seeing results immediately. Plus, we were doing all this training during normal hours — we didn't stop production — so while all this was going on, we hit 12 straight months on budget. We're blowing away our quotas.

There's no way I could have accomplished this myself. We couldn't have done this without Purdue and TAP."

— Neil Crebbe, Director of Manufacturing
and Production Processes
GlasCraft

Purdue's Technical Assistance Program is a NIST MEP network affiliate.

Learn more about lean processes and our many other services on our Web site at www.purdue.edu/TAP/mep or call us toll-free at (800) 877-5182.