Impact Dakota

Our Mission at Impact Dakota is to positively impact business results of manufacturers and other industries.

Our Vision is to be the most trusted and respected resource for North Dakota businesses. We work with companies of all shapes and sizes to help them achieve long-term growth and stability by implementing world class practices.

Our Values are the foundation for everything we do at Impact Dakota. And at the heart of them is IMPACT:

- Integrity: We uphold the highest standards of integrity in all of our actions.
- Measurable: Providing all stakeholders with meaningful and measurable results.
- Problem Solvers: We continuously seek new ideas for helping our clients and ourselves solve problems and seek new opportunities.
- Accountability: Delivering what we say.
- Constancy of Purpose: We stay focused on achieving success in all we do.
- Teamwork: We work together, across boundaries, to meet the needs of our customers and to help the company win.

We are committed to providing you with services and access to public and private resources which help you to thrive and grow, improve your processes and productivity levels, and develop your leadership and a skilled workforce.

CONTACT US

1929 North Washington Street, Suite M
Bismarck, ND 58501
(866)297-8250
www.impactdakota.com

ECONOMIC IMPACT

 MEP Center impacts are based on clients surveyed in FY2016

- $9.1 Million Total Increased/Retained Sales
- 60 Total Increased/Retained Jobs
- $5.4 Million New Client Investments
- $2.6 Million Cost Savings
"We have enjoyed a good relationship with Impact Dakota. They have helped mold our Leaders and our culture and started us in our Lean and Continuous Improvement journey." Scott Braun, Operational Excellence Engineer

**REDUCING EMPLOYEE TURNOVER AND LEARNING CURVE**

**ABOUT.** Founded in 1962, Cardinal Glass Industries is a management-owned S-Corporation leading the industry in development of residential glass for windows and doors. They have grown to more than 6,000 employees located at 37 manufacturing locations across the United States. At Cardinal, they try to maintain clear vision: design and fabricate the most advanced residential glass products in the industry. They start with heavy investment in research and development. Their twin R&D centers in Minnesota and Wisconsin provide the basis for new advances in glazing fenestration. They turn around those fresh ideas into useful products that regular home owners can use. They provide a turnkey solution to window manufacturers: whether it starts with insulating glass, coated, laminated, tempered or just plain float glass, it is all designed to provide the latest in applied glass science.

Their mission statement reads, “To make money by thrilling our customers with our product and our service and by taking care of the people that work here.”

**THE CHALLENGE.** Cardinal IG Fargo has a very culturally diverse workforce with 265 employees representing as many as 31 countries. Cardinal was experiencing long times to train and bring new employees up to speed as well as fairly high employee turnover. Cardinal IG decided to solicit help from Impact Dakota, a NIST MEP affiliate, on several fronts. One being Lean Enterprise Certification for all people in a leadership roles and Training Within Industry’s Job Relations and Job Instruction for all people in a leadership or training role. Cardinal sent an Engineer to the training and now continues to use those methods as part of their on-boarding and new hire orientation.

**MEP’S ROLE.** With the help of Impact Dakota, Cardinal IG certified over 27 people in lean enterprise and over 125 in Job Relations and Job Instruction. Now Cardinal IG trains leaders internally who then are used as JI Master Trainers. These Master Trainers are paired up with new hires and with a two day on-boarding start they continue to coach the new hire for the beginning week or more.

**RESULTS**

Reduced Employee Turnover by 40%
Learning curve reduced training period by 50%