Ohio Manufacturing Extension Partnership

Ohio MEP supports Ohio’s small and medium-sized manufacturers by providing products, services and assistance to help drive their productivity, growth and global competitiveness. Small and medium-sized manufacturing companies are critical to Ohio, representing 90% of job growth for high-paying jobs. For every new manufacturing job that is created or retained, three to five supporting jobs are also created.

Managed by the Ohio Development Services Agency’s Office of Small Business and Entrepreneurship, Ohio MEP is a State and Federal initiative sponsored by the U.S. Department of Commerce National Institute of Standards and Technology (NIST). To serve the diversity of Ohio’s industrial base, Ohio MEP manages a network of regional affiliate service organizations that are strategically selected and coordinated to serve as a statewide resource to meet the needs of key industry sectors and small manufacturers.

Ohio MEP has 7 regional offices throughout the state. 1. Appalachian Partnership for Economic Growth (APEG, Nelsonville), 2. Center for Innovative Food Technology (CIFT, Toledo), 3. Manufacturing Advocacy and Growth Network (MAGNET, Cleveland), 4. Center for Design and Manufacturing Excellence (CDME, The Ohio State University, Columbus), 5. PolymerOhio (Westerville), TechSolve (Cincinnati), 7. FASTLANE (The University of Dayton Research Institute, Dayton)

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ECONOMIC IMPACT

MEP Center impacts are based on clients surveyed in FY2016

$240.9 Million
Total Increased/Retained Sales

2,299
Total Increased/Retained Jobs

$122.1 Million
New Client Investments

$43.8 Million
Cost Savings
“TechSolve’s Alex Jones was exactly what the LifeSafer repair operation needed. Working with Alex has been a great experience. Not only did he help our operation achieve many of our goals, he directly contributed to our need to change our cultural behavior — an absolute ‘must’ in order for our operation to grow.” David Soper, Director of Operations

CONTINUOUS IMPROVEMENT & LEADERSHIP DEVELOPMENT

ABOUT. LifeSafer, Inc., located in Blue Ash, Ohio, is an industry leader in ignition interlock technology, designed to keep impaired drivers off the road. The company, which was the first to develop an interlock device that met the standards of the National Highway Traffic Safety Administration (NHTSA), refurbishes out-of-date interlock devices to current NHTSA certification standards. The company has 60 employees.

THE CHALLENGE. A significant regulatory change for NHTSA-certified devices was expected to result in a heavy influx of refurbishment work for LifeSafer. In preparation for the increased workload, LifeSafer partnered with TechSolve (part of Ohio MEP and a NIST MEP affiliate) to incorporate Lean Thinking into its management approach while balancing budgetary, capital expenditure, and physical space constraints. Over a four-month span, the team implemented a series of visual management tools and adopted time study techniques. They also identified and addressed root causes of issues that were producing shop floor delays and causing devices to be incorrectly diagnosed as defective in the field.

MEP’S ROLE. To foster cultural change, managers were challenged to focus every day on Lean Thinking. Daily huddles were instituted to keep managers in close contact with their teams. Supervisors were coached on ways to be more effective on the floor, reducing the time technicians spent seeking guidance on repairs.

To address device misdiagnosis, a process-savvy, problem-solving technician was identified and coached to become the internal champion for a new triage program to gather and document accurate information to prioritize repairs. In a pilot test of the triage process, a single technician using a single rapid test was able to handle a workload that previously required multiple people.

RESULTS

Gained 25% increase in productivity repairing NHTSA devices

Increased first-pass yield from 50% to 99%

Increased throughput on an existing assembly line by 120%