

*"Without the expert training and consulting provided by MassMEP, we would not be able to get to double our sales goals in 4 years. We could not have developed the skill set needed to grow on our own." James Mongeau, Director of Business Development*

## GROWING WITH "NO EXCUSES"

**ABOUT.** Founded in 1963, Space Age Electronics manufactures life safety equipment for critical industries, including electrical, fire alarm, security, access control, emergency communications, and mass notification. With 35 employees, the family-owned company has facilities in Sterling and Templeton, Massachusetts. Their company motto is "no excuses."

**THE CHALLENGE.** As part of their "no excuses" journey to grow, Space Age Electronics was determined to increase sales and improve efficiency in all aspects of the business, from the front office to the shop floor. After meeting MassMEP at an event, company leaders hired the NIST MEP affiliate to provide Lean training for all employees.

**MEP'S ROLE.** Mass MEP conducted a Principles of Lean Manufacturing training for Space Age Electronics, proving a common language for the company and giving employees the tools and knowledge to begin implementing efficient processes. The team applied the concept of push-pull systems during Value Stream Mapping and Kaizen events and reduced lead time on some standard products to one day—down from three to four weeks prior to the training. Next, Space Age Electronics implemented Lean principles in the design of its new building in Sterling, setting up Work in Process and training employees to work where there is needed value on the production line. Everything flows to the loading dock, increasing on-time delivery and improving inventory controls.

Improvements on the shop floor inspired the company to think about other aspects of their services. Recognizing that Space Age Electronics products are usually the last step before a client can receive an occupancy permit, the team decided to move more services in-house in order to provide a customized finished product to clients. Reducing the time from product installation to when the client receives the permit provides significant extra value, and the company is making every effort to bring as many production processes in-house as possible. Mass MEP also provided Training Within Industry (TWI) Job Methods (JM) training to employees, empowering shop floor JM Leaders to drive the continued use of JM throughout the company. They worked with the customer services team, or NET (No Excuses Team), to develop ideas for improvement. Now, when a customer needs to make minor adjustments, such as moving a wire or cable box, NET can make those adjustments immediately. This has cut down the time from concept to design significantly, to less than one week.



## RESULTS



**\$500,000** investment in employee training



Reduced lead time to **1 day**, and time from concept to design to less than 6 days, down from 3-4 weeks



**\$3M** investment in new building



**\$1M** investment in energy-efficient machinery

## NEXT STEPS



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