



## 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.

## ECONOMIC IMPACT

MEP Center impacts are based on clients surveyed in FY2024



**\$126 Million**

Total Increased/Retained Sales



**781**

Total Increased/Retained Jobs



**\$6.3 Million**

New Client Investments



**\$2.2 Million**

Cost Savings

## CONTACT US



1929 North Washington Street,  
Suite M  
Bismarck, ND 58501-1616



(866) 297-8250



[www.impactdakota.com](http://www.impactdakota.com)



[info@impactdakota.com](mailto:info@impactdakota.com)

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People • Purpose • Process • Performance

## LEAN TRAINING AND IMPLEMENTATION HELPS TRANSFORM NORTHLAND TRUSS SYSTEMS

**ABOUT NORTHLAND TRUSS SYSTEMS, INC..** Northland Truss Systems, founded by Rick Pierce in 1992, began with a small team of truss workers, designers, a truck driver, and an office manager. Initially based in Abercrombie, North Dakota, the company expanded to Fargo in 1993 to better serve its largest sales base, including contractors and lumberyards in the Fargo-Moorhead area. Over the years, Northland Truss has grown to become one of the largest truss manufacturers in the region, supplying projects from Grand Forks, ND, to Watertown, South Dakota, and from Bismarck, ND, to Minneapolis, Minnesota. Northland Truss Systems provides a range of products, including roof and floor trusses, microlams, I-joist hangers, and structural posts and columns. Their mission is to exceed customer expectations in pride, quality, reliability, service, and creativity.

**THE CHALLENGE.** Northland Truss Systems was experiencing significant communication issues and high employee turnover, often struggling to maintain a full roster and running shifts with insufficient staff. These problems were compounded by communication roadblocks between their two sites. Northland Truss Systems turned to Impact Dakota, part of the MEP National Network™, for help.

**MEP CENTER'S ROLE.** Impact Dakota provided Northland Truss Systems with a comprehensive perspective on their operational challenges and areas for improvement. Center staff conducted a thorough business excellence assessment, which highlighted significant communication issues and high employee turnover. This assessment helped Northland Truss identify specific areas needing attention, such as enhancing internal communication, improving employee engagement, and optimizing production processes. Impact Dakota's recommendations included implementing huddle boards to facilitate better communication among staff, establishing a rewards and recognition program, organizing company events to boost morale, and improving employee benefits and pay scales. Center staff also suggested running a shuttle bus service to attract employees from Wahpeton to the Abercrombie site.

Additionally, Impact Dakota provided Lean 101 training to Northland Truss team members, helping them improve their production processes and layout their new assembly line more effectively. This training, combined with the other improvements, led to a significant enhancement in company culture, employee engagement, and retention.

**"Partnering with Impact Dakota has been transformative for Northland Truss Systems. Their BizX and Lean training programs, along with the support from the AutomateND award, have significantly enhanced our productivity and efficiency. The implementation of a straight-line assembly process and the integration of our new saw into the truss assembly line have streamlined our operations. We are particularly excited about the upcoming full system jiggling and laser system, which will further elevate our capabilities. Impact Dakota's expertise and guidance have been invaluable in driving our growth and success."**

-Chris Lange, President



## RESULTS



**3** employees trained in Lean 101 and 1 in Lean Enterprise High Performance Manufacturing



**20%** improvement in productivity



New investments allowed plant expansion and new equipment purchase.

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