OREGON MANUFACTURING EXTENSION PARTNERSHIP

The Oregon Manufacturing Extension Partnership (OMEP) is a non-profit organization that aims to help Oregon manufacturers respond to the challenges of competing in an increasingly global economy. The Center helps companies grow by bringing advanced thinking and hands-on skills to guide companies towards business improvements that lead to immediate results. The goal is permanent, long-term profitability. OMEP works with owners, executives, managers and operators to assess company needs in all areas. From assessment to implementation, OMEP ensures that a company’s efforts provide an immediate payback. Regardless of the starting point, the goal is to unleash a company’s growth potential. Every client requires a customized approach focusing on their specific obstacles to growth. Entry points range from creating improved flow on the production line, to speeding sales order processing, to training the workforce on problem solving approaches, to developing a strategy to enter new markets. Whatever the need, OMEP offers the tools, expertise, and the flexibility to engage with manufacturers at all levels.

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ECONOMIC IMPACT

MEP Center impacts are based on clients surveyed in FY2017

- **$119.2 Million**
  Total Increased/Retained Sales

- **893**
  Total Increased/Retained Jobs

- **$41.5 Million**
  New Client Investments

- **$11.3 Million**
  Cost Savings

The MEP National Network™ is a unique public-private partnership that delivers comprehensive, proven solutions to U.S. manufacturers, fueling growth and advancing U.S. manufacturing.
ENGAGED EMPLOYEES, SUCCESSFUL COMPANY

ABOUT CABINET DOOR SERVICES. Cabdoor is a custom cabinet door manufacturer supplying the small to medium cabinet maker in Salem Oregon and has had a 10-year long relationship with the Oregon Manufacturing Extension Partnership (OMEP). Initially, Cabdoor worked with OMEP to create a profitable and streamlined operation through implementing lean throughout the manufacturing floor and support areas. Since then, OMEP has been an integral part of Cabdoor’s success by setting strategy, improving sales, and providing business advisory services.

THE CHALLENGE. Cabdoor has realized that a key recipe for maintaining a competitive edge is to develop and engage their current workforce while attracting new hires compatible with their culture. Cabdoor has revamped their mission and core values to reflect their commitment to employees. Their mission is 'Success' for their employees, customers, and the organization. Cabdoor was challenged with high turnover, poor training quality, long training times, and a dependence on tribal knowledge. This created unnecessary labor costs, losses in production, quality issues, low employee morale, and constricted growth.

MEP CENTER’S ROLE. A few years ago, Cabdoor collaborated with OMEP to transform their core values and beliefs. In order to remain competitive, they needed to create an engaged workforce to minimize turnover, improve time to proficiency, and create a learning culture to increase problem solving by the people doing the work. Fundamentally, they wanted to reinforce the belief that the success of their employees is linked to the success of their clients and organization. OMEP and Cabdoor implemented an approach called Smart Talent to build the company culture by designing a job skills training system that drove cultural initiatives and improvements. For instance, development paths, career ladders, highly skilled trainers, and coaches were put in place. Tenure or favoritism was replaced by an objective compensation and performance management system based on skills, knowledge, and performance.

"The OMEP approach to training and change within the organization has "rocket launched" CabDoor to new heights in our Lean transformation transforming our business model from the inside-out. But, the real opportunity is not in what we started and accomplished, but in where we are now capable of going!"

-Cliff Stites, Owner