

## REGIONAL FOOD MANUFACTURER INVESTS IN THEIR PEOPLE FOR BUSINESS IMPROVEMENT

**ABOUT GILSTER-MARY LEE CORPORATION.** Gilster-Mary Lee Corporation is a private label, contract, and food service manufacturer headquartered in Chester, Illinois. The organization produces over 8,000 items for more than 500 different private label brands across 14 manufacturing facilities. Spanning four states, this family-owned business employs more than 3,000 people.

**THE CHALLENGE.** Gilster-Mary Lee had seen government and customer requirements tighten and needed to bring in a workforce that was capable of meeting the requirements, as well as address the efficiencies and bottom line results they needed to maintain. In order to do this, they needed assistance addressing people skills, as historically, the company focused on hiring and promoting those with the machinery or efficiency skills and not necessarily the softer skills.

**MEP CENTER'S ROLE.** The GML leadership worked with IMEC (part of the MEP National Network™) to implement the Training Within Industry (TWI) module of Job Relations for a group of supervisors. Working with the team to understand how they can use techniques to improve relationships with employees through a four step method really laid the groundwork for increased human development and positive relations within the group. The Job Relations module also addressed how supervisors should handle corrective action situations with an employee. Overall, the primary impacts realized from the training were improved absenteeism and improved morale among staff. "Ultimately we want to reduce turnover and avoid costly mistakes," said Tom Welge, Vice President for GML. "It truly allows people to become more successful in their job."

**"IMEC has been very successful for us. They are really people that have a tremendous amount of experience but still relate very well to our workforce; be that anyone from the line worker up to the President and everyone in between."**

-Tom Welge, Vice President

## RESULTS



Cost savings of **\$100,000**



**\$50,000** investment in employee skills



**\$50,000** investment in business processes



Improved absenteeism and turnover rates

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