

COFFEE COMPANY NAMED 2016 MANUFACTURING EXCELLENCE AWARD RECIPIENT

ABOUT COFFEE BY DESIGN. Coffee By Design opened its first coffeehouse in 1994 with the twin goals of giving back to the local community and providing customers with a superior coffee experience. Today, Coffee By Design operates five coffeehouses and one roastery, offering 35 coffees and blends from 17 countries. The company has around 30 employees and nearly four hundred wholesale and mail order customers nationwide. In a ceremony at the company's newest coffeehouse at 1 Diamond Street in Portland, Maine, the Maine Manufacturing Extension Partnership (Maine MEP) presented its annual award to Coffee By Design and praised its commitment to both quality and community.

THE CHALLENGE. Coffee By Design worked with Maine MEP, part of the MEP National Network™, to enhance its manufacturing efficiency and implement Next Generation workforce development and continuous improvement strategies. Maine MEP Senior Project Manager Bill Whittier stressed the importance of improving employee engagement, and co-owner Alan Spear agreed.

MEP CENTER'S ROLE. Maine MEP conducted Lean Manufacturing training, kaizen sessions, workshops, and strategic planning guidance for Coffee By Design. The company identified strengths and weaknesses in their business management system, and the improvements increased efficiency and accelerated production. Next, Coffee By Design representatives and Maine MEP Project Managers worked together to create different plant layout options using a Systematic Layout Planning (SLP) process and Lean principles. The process engaged employees and transformed the workplace environment into a calm, energized, and healthy space. Employee recruitment and retention is rapidly becoming a non-issue for the company.

Maine MEP's recommendations led directly to an increase in sales and helped Coffee By Design become a Next Generation Manufacturer. The company is continuing to implement strategies required to advance in the global marketplace, and the 2016 Maine MEP Manufacturing Excellence Award recognized Coffee By Design's efforts toward achieving world-class manufacturing status. When Mr. Spear accepted the award, he emphasized the company's choice to do business with others who share their values. The new sales coupled with new processes, cost savings and the avoidance of unnecessary expenses bring the total transformation benefits to over \$750,000—a significant amount to a small manufacturer in Maine.

"We believe that bigger is not necessarily better, and so we are selective in choosing our business partners. We are honored to receive this award and appreciate Maine MEP's recognition that businesses like ours are valued contributors to Maine's quality of life and its manufacturing climate."

-Alan Spear, Co-Owner

RESULTS



Economic impact of **\$750,000**



Increased sales by **\$500,000**



Cost-savings of **\$200,000**



Engaged employees and transformed workplace environment



2016 Maine MEP Manufacturing Excellence Award winner

CONTACT US



87 Winthrop Street
Augusta, ME 04330-5554



(207)623-0680



www.mainemep.org

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