

## SCHENECTADY FACILITY REACHES WORLD-CLASS MANUFACTURING STATUS

**ABOUT TATTERSALL INDUSTRIES, LLC.** Tattersall Industries, LLC., doing business as Frank Murken Products (FMP), is a leading manufacturer of custom gaskets and industrial/hydraulic hoses and distributor of specialty chemical products. The company has a long history of serving customers in the aerospace, construction, transportation, pharmaceutical, energy, chemical and semiconductor industries. Based in Schenectady, FMP employs 10-20 people and maintains the highest standards according to its ISO 9001:2008 and AS9100C certification requirements.

**THE CHALLENGE.** When a major customer presented FMP with an opportunity to obtain certification at its highest level for quality and reliability, President and Owner John Tattersall thought his company was well-positioned to achieve such premier supplier status. FMP conducted an internal review, but the actual customer audit revealed areas requiring further improvements before FMP could achieve the targeted certification. Fortunately, Tattersall had previous experience with the Center for Economic Growth (CEG), a NIST MEP affiliate, so he reached out to Louise Aitcheson of CEG's Business Growth Solutions (BGS) unit. Aitcheson suggested a two-pronged approach to drive both productivity and growth. She and Center Director Michael Lobsinger would focus on the growth side, while Project Director for Technology Services, Tom Bell, worked on the productivity side.

**MEP CENTER'S ROLE.** Tattersall tasked Bell with the goal of reorganizing the facility's gasket production and receiving/shipping areas to improve work flow, increase capacity, better utilize floor space and reduce overall lead times. Meanwhile, Tattersall worked with Lobsinger and Aitcheson to refine the company's growth strategy. FMP took advantage of several BGS services, including a two-day staff training on the "Principles of Lean Manufacturing," a Value Stream Mapping analysis of the Gasket and Hose product families, a new layout for gasket manufacturing area, and the implementation of various Lean methods in the gasket production and receiving/shipping areas. FMP also participated in a Revenue Throughput Program, which entailed a thorough analysis of each business function along with a focused series of strategic sessions that aligned the management team for future growth. "The CEG BGS-guided changes helped FMP attain its customer's special supplier status and much more," said Tattersall. The company increased and retained sales and jobs. In addition, the detailed process analysis completed as part of the Lean enterprise initiative enabled FMP to secure additional capacity through improved flow and value-add work content. FMP's management team is now striving to fully utilize those resources through increased order processing.

"We increased our capacity and will continue to grow sales thanks to the work we did with CEG; every manufacturer in the Capital Region should be working with the CEG BGS team."

-John F. Tattersall, President

## RESULTS



\$200,000 in increased sales



\$1.4 million in retained sales



Savings of \$10,000



1 job created



21 jobs retained

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