

## FASTER, MORE EFFECTIVE TRAINING BUILDS A STRONGER COMPANY

**ABOUT CABINET DOOR SERVICES.** CabDoor is a custom cabinet door manufacturer based in Salem, Oregon. With 50 employees, the company services small to medium cabinet makers. CabDoor has had a 10-year long relationship with the Oregon Manufacturing Extension Partnership (OMEP), part of the MEP National Network™. Initially, CabDoor worked with OMEP to create a profitable and streamlined operation by 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.** In order to remain competitive, CabDoor needed to create an engaged workforce to minimize turnover, improve time to proficiency, and create a learning culture that encouraged problem solving by the people doing the work. The company was challenged with high turnover, poor training quality, long training times, and a dependence on tribal knowledge. In addition to constricting growth, these issues created unnecessary labor costs, losses in production, quality issues, and low employee morale.

**MEP CENTER'S ROLE.** Company leaders realized the importance of developing and engaging their current workforce while attracting new hires compatible with their culture. They planned to revamp CabDoor's mission and core values to reflect its commitment to employees, and reached out to OMEP, for assistance.

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. CabDoor created development paths and career ladders, and engaged highly skilled trainers and coaches to support employee development.

Remarkably, the new training system reduced training time by 90 percent. CabDoor replaced tenure and favoritism with an objective compensation and performance management system based on skills, knowledge, and performance. The faster, more effective training positioned the company to grow sales, create jobs, and invest in capital equipment.

"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

## RESULTS



90% reduction in training time



Created 18 jobs



Grew sales by \$2.2 million



Created bottom line cost savings totaling \$134,600



Addition of \$1.2 million in capital equipment

## CONTACT US



7650 SW Beveland Street  
Suite 170  
Portland, OR 97223



(503)406-3770



[www.omep.org](http://www.omep.org)

