

## LEAN TRAINING HELPS EMPLOYEES IMPROVE CUSTOMER EXPERIENCE

**ABOUT J. N. WHITE ASSOCIATES, INC.** Based in Perry, New York, JN White is a leading ISO and ITAR certified manufacturer of component parts and subassemblies. With almost one hundred employees, the firm specializes in the custom design and production of graphic and faceplate overlays, membrane switches, man-machine interfaces, control panels, custom labeling, gaskets, shielding, and lenses.

**THE CHALLENGE.** Company leaders at JN White were interested in investing in Lean Manufacturing and Six Sigma training to increase operational efficiency. They decided to reach out to High Tech Rochester (HTR), part of the MEP National Network™, for training assistance.

**MEP CENTER'S ROLE.** HTR divided JN White employees into three Lean project teams: Yellow Belt 1, Yellow Belt 2, and Green Belt. The first team focused on improving service to a specific customer, using the Yellow Belt training to improve the fulfillment of scheduled releases of two parts. The team plans to apply process improvements from this project to other parts for this customer, as well as for other customers. The company also addressed short and late shipments to increase cash flow, revenue, and profit.

Meanwhile, the second Yellow Belt team worked to improve the effectiveness of engineering meetings. The training compelled JN White to introduce changes to the work order pre-planning process to reduce waste and the need for preventative actions, saving the company time and money.

Two employees received Green Belt training from HTR, and began working to improve the customer experience by streamlining the various “front end” processes in an effort to provide quotations, proofs, and the work order packet to production in less time. To shorten response time to customer inquiries, the team worked to eliminate involvement from customer service and graphics when parts repeat. They changed production standards and processes, including the handling and storage of files.

The streamlined processing of repeat orders gives the company more time to produce parts. JN White reduced the time it takes to enter a repeat work order from 30 minutes down to less than 10 minutes. Changes to other processes associated with quoting, order entry and current order status gives employees greater visibility of the workload, allowing them to quickly respond to customers and increase satisfaction.

**"HTR offers ongoing support to our organization as we continue to invest in our growth. The Lean and Six Sigma training is providing a path forward to improve operational efficiencies in a number of critical areas. We are very excited about the opportunities afforded to our organization due to our partnership with HTR."**

-Randy White, President

## RESULTS



Lean and Six Sigma tools helped generate **\$32K** in cost savings



Reduced work order process time by over **20** minutes

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