

LEAN CONCEPTS STRENGTHEN CULTURE, RETAIN SALES

ABOUT IC GROUP. Founded in 1982, [IC Group](#) has grown to become one of the largest and most dynamic privately-owned providers of marketing solutions in the intermountain west, currently employing 150 team members at their 55,000 square foot facility in Salt Lake City.

THE CHALLENGE. IC Group wanted to improve their overall quality, delivery and costs by utilizing Lean concepts.

MEP CENTER'S ROLE. With the assistance of the University of Utah Manufacturing Extension Partnership (UUMEP) Center, a NIST MEP Center, lean coaching was implemented to address these issues.

"We were looking to implement a culture change within the company and needed a leader to help drive that change through lean. For the past five months, I have been working with the UUMEP Center, and through their mentorship, we have seen a dramatic change within the company. We have opened up space and implemented Kaizen events that reduced waste and inventory. We have also happily noted changes in our company culture; improved employee attitudes and a complete buy-in with the changes that have been put in place."

-Mike Neuteboom, Lean Director

RESULTS



\$46,646 in cost savings



\$1.9 million increased/retained sales

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