

BOTTOM LINE IMPROVEMENT FROM THE TOP

ABOUT MERCURY ELECTRONICS. Mercury Electronics has been providing quality electrical assemblies since 1946. The contract manufacturer produces electrical cable assemblies, wiring harnesses and control panels for commercial and military applications. Located in Seven Valleys, Pennsylvania, Mercury has over two hundred employees and ships product worldwide on a daily basis.

THE CHALLENGE. Mercury Electronics has engaged with MANTEC, a NIST MEP regional office, on various technical projects since 2004. In 2015, company leaders identified the need to improve business processes to meet evolving customer requirements. They reached out to MANTEC for assistance.

MEP CENTER'S ROLE. Mercury Electronics worked with MANTEC to implement a continuous improvement strategy driven by top management. As part of the strategy, key personnel attended MANTEC's Lean Certification program to learn how to effectively lead internal improvement efforts. Next, all company personnel participated in MANTEC's Lean Principles training to gain a clear understanding of the company's goals and what it would take to achieve them.

Mercury developed a Value Stream Process map to chart the path to improvement, set Key Performance Indicators, and installed visual management boards to display performance results. The company identified opportunities to eliminate waste, reduce costs, increase throughput, and reduce lead times. Addressing these opportunities enhanced quality throughout the plant, leading to higher sales and profits.

Mercury added jobs and saw a measurable increase in productivity, enabling the company to better meet customer requirements. Now, every company newsletter has articles describing in-process or just-finished Lean projects, sustaining Lean efforts and culture as each new project builds upon the gains of the last project.

"Return on investment is critical to Mercury. MANTEC delivered ROI for every project we partnered with them on. The key difference in MANTEC's approach to training is that they supplement classroom theories with hands-on practical applications of those theories in the client company's own environment."

-Dan Snyder, General Manager

RESULTS



6% increase in sales



5% increase in jobs



15% rise in meeting customer requirements



10% reduction in lead times



Gains are continuing to accelerate

CONTACT US



One College Avenue
DIF 32
Williamsport, PA 17701



(570)308-3312



pamade.org/network

