

BUILDING A CULTURE OF CONTINUOUS IMPROVEMENT TO BOOST MARKET SHARE

ABOUT CENTEK, INC. Centek, Inc. manufactures uniquely-designed centralizers used in the oil and gas industry. The equipment helps ease casing down into the wellbore and give it appropriate standoff and even centralization. Established about six years ago, Centek's main operations are in Oklahoma City, Oklahoma, where the company has around two hundred employees.

THE CHALLENGE. Company president, John Carnuccio, understood Centek's market potential, and that it required building a culture of continuous improvement to generate lasting success. Carnuccio had prior experience operating other prosperous manufacturers in the Oklahoma City area and had a firm grasp of fundamentals. Looking for support in creating a holistic effort, he turned to Kevin Barber, a manufacturing extension agent with the Oklahoma Manufacturing Alliance, part of the MEP National Network. Barber had assisted Carnuccio on several projects at other companies and the two enjoyed a solid working relationship.

MEP CENTER'S ROLE. Barber met with Carnuccio and other leaders to develop a wide-ranging continuous improvement plan for Centek. First, applications engineers from the Oklahoma Manufacturing Alliance produced a plant layout to ensure maximum efficiency. Next, Centek employees participated in a fundamentals of Lean Manufacturing training, gaining tools for minimizing waste, cutting costs, and taking ownership of their production tasks.

Moving beyond basic Lean Manufacturing concepts, Barber worked with the local CareerTech school to form a Leadership Development Academy for Centek managers and supervisors. Carnuccio says the Academy ensures young, emerging leaders are prepared to successfully operate Centek into the future. Select staff are engaging in Lean Implementer training courses, and Centek is placing interns into production roles at the facility.

Industry-specific training boosted Centek's market share in the oil and gas industry. Likewise, Barber worked with the firm to obtain ISO quality certification, which is lifting profits. In another effort to increase market share, Barber provided exporting assistance, which included company leaders taking part in ExporTech™. Centek is adding jobs and continuing to work with the Oklahoma Manufacturing Alliance on an employee-retention program and sales coaching.

"The Oklahoma Manufacturing Alliance is a vital resource to small- and medium-sized manufacturers in our state. Thanks to our partnership, we are poised to be a successful and profitable company providing high-wage, high-tech careers to our workforce."

-John Carnuccio, President

RESULTS



\$2.5 million in increased sales



\$5 million in retained sales



\$500,000 in annual cost savings



25 new high-wage jobs

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