

SUPERVISORY TRAINING AIDS EMPLOYEE RETENTION EFFORTS

ABOUT AMERICAN JETWAY CORPORATION. American Jetway Corporation is a turn-key supplier/maker of aerosol products and bulk liquids located in Wayne, Michigan. The company's product offerings include lubricants, coatings, cleaners/degreasers and various other custom formulations. Founded in 1963, American Jetway Corporation employs more than 130 full and temporary employees.

THE CHALLENGE. American Jetway's executive management understood that a knowledgeable and committed workforce was key to its future growth. Effective communication between teams, shifts, and departments was lacking, which created unhappy and frustrated employees. To retain staff and improve the current operating environment, American Jetway decided it was time to invest in skills training for its employees.

MEP CENTER'S ROLE. Supervisory Skills training offered by the Michigan Manufacturing Technology Center (The Center), part of the MEP National Network, was the right option to provide long-lasting benefits in American Jetway's workforce.

A customized, four-day Supervisory Skills training program for the management team was created. This program focused on improving communication between departments, minimizing duplicated efforts, maximizing efficiency, strengthening skills to enhance performance, solving conflict, and motivating teams to achieve organizational goals.

"What we are most pleased with is more interaction between our management team. It was important to cultivate the TEAM aspect and not so much of the top down dictation. The team takes more ownership of all action items instead of constantly pushing back or not following through to completion."

-Janice Germann, CFO

RESULTS



\$7.0 million in new sales



Created 5 jobs



Absolute improvement in management morale & clarity of expectations

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