

EMPLOYEE DEVELOPMENT BOOSTS SALES, DECREASES COSTS

ABOUT WORLDWIDE LABEL & PACKAGING, LLC. Worldwide Label and Packaging produces resealable labels, pressure sensitive labels, extended content labels, and OTC drug labels, among other label and packaging-related products. With approximately 15 team members, Worldwide Label is based in Mccrory, Arkansas. The company has been ISO-9001-certified since 2008 and is currently certified under the new ISO 9001:2015 standard.

THE CHALLENGE. Worldwide Label had recently created a new value stream by recycling clothes hangers for Nike. However, this process was not included in the company's ISO registration. Company leaders reached out to Arkansas Manufacturing Solutions (AMS), a program of the Arkansas Economic Development Commission (AEDC) and part of the MEP National Network™. They requested assistance in the areas of ISO 9001 internal auditor training, incorporating a new value stream in the Quality Management System (QMS), and implementing a Lean Manufacturing system. AMS agreed to provide assistance in the most cost-effective manner possible.

MEP CENTER'S ROLE. Worldwide Label worked with AMS to complete ISO-9001 training, review the new requirements, and undergo internal auditor training. An ISO on-site consultation provided an opportunity for internal auditors to receive coaching and consultation by AMS team members. Finally, company personnel attended a Lean 101 "basic training" workshop to learn about Lean Manufacturing and apply Lean concepts during simulation exercises. Worldwide Label established a temporary pool to support the new value stream, and the project yielded cost-savings in labor, materials, and other areas. The engagement with AMS positively impacted company sales and supported jobs at Worldwide Label.

"We developed a great partnership with AEDC Manufacturing Solutions and appreciate their commitment to assist us in meeting several employee development and training goals. The evidence is in the staff's ability to perform effective internal audits, maintain our QMS, and implement continual improvements in our operations. We value AEDC's expertise and professional approach to preparing our employees to meet the demands of our new growth opportunities."

-Anthony Norris, President

RESULTS



Sales impact: **\$500,000**



Jobs impact: **15**



Cost-savings: **\$250,000**

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