

ST. LOUIS SPECIALIZED LABEL PRINTER EMPOWERED EMPLOYEES THROUGH NEW QUALITY SYSTEM ENHANCEMENT EFFORTS

ABOUT PRINTFLEX GRAPHICS INCORPORATED. Printflex Graphics, Inc., is a leading manufacturer of promotional in-pack and on-pack coupons for consumer package goods. The Woman's Business Enterprise (WBE) has been in operation for more than a decade and serves a wide variety of customers including beverage companies, artichoke growers, pet food manufacturers, frozen meal producers, cheese and deli companies and fresh food producers. Each of the company's projects is individually designed and carefully crafted to meet a client's specific need.

The company has been named to the Inc. Magazine list of 5000 fastest growing companies for six years and prides itself on its flexibility, reliability, quick turnaround times and its extensive knowledge of the industry.

THE CHALLENGE. In 2013, PrintFlex worked with Missouri Enterprise to develop a Corrective Action Preventive Action (CAPA) system. The system enabled PrintFlex to document a potential or actual problem, to determine the root cause of the problem, and to make changes to ensure that the problem is fixed for good. When working through the day, it became easy to put a band-aid on each new issue that would arise. However, PrintFlex management grew concerned about identifying and implementing larger scale process improvements to keep the momentum going.

MEP CENTER'S ROLE. Missouri Enterprise assisted in creating a quality manual, developed standard work documents, provided Lean and Problem-Solving training, aided in dealing with audits conducted by major national customers, worked with monthly metrics, developed the CAPA form, and attend monthly CAPA review meetings.

With Missouri Enterprise's guidance, the company was quickly sent down a path for a more successful day to day operation and lower waste to yield long term results. First, a team member of Missouri Enterprise provided on-site leadership to help identify and implement process improvements. Then, a process mapping event took place to engage the workforce throughout the organization to identify areas where improvement could be made in delivering quality products to the customer at the least possible cost. Missouri Enterprise worked with company management to ensure that process improvements were correctly implemented. Equally important, the workers were and are empowered to be a part of the problem-solving force, resulting in a higher level of employee engagement and improved company morale.

"Starting a new process can be frustrating and time consuming, however, there is no doubt that our time spent with Missouri Enterprise has been a success. Having an outside voice with unique experiences provided us the opportunity for all our staff to pool the new ideas needed to help our business and improve. Had we not participated in this program, we would still be rushing through and making the same mistakes made years ago."

-Justin Feeney, Project Manager

RESULTS



\$800,000 in new or retained sales



\$35,000 in cost savings



2 new or retained jobs

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