

STANDARDIZED WORK YIELDS REMARKABLE RESULTS

ABOUT MESTEK, INC. (FORMERLY ARROW UNITED). Mestek, Inc., operating under the banner of Arrow United Industries, is a rural manufacturer of air control and air flow louvers, dampers and specialty doors. Operating out of Wyalusing, PA, they also manufacture rooftop ventilation products that manage and mitigate solar gain, provide shade and air flow to other HVAC components and allow ventilation into structures while preventing water, wildlife and other hazards. The company's products are UL listed and carry a wide array of industry and specialty-application certifications, including certifications needed for installation in areas prone to high-wind and high-rain weather events.

THE CHALLENGE. The company is growing and needed to pass work process knowledge onto new workers in an efficient and effective way. Demand for the company's primary products was on the increase, and long training times had the potential to hinder overall productivity by consuming the time of both the trainer and the newly-hired trainee. However, the company could not compromise on product quality, teamwork and, most importantly, worker safety. They needed to find a way to compress training and cross-training time without any negative trade-offs.

MEP CENTER'S ROLE. NEPIRC provided training and event facilitation in the creation of Standard Work. Standard Work yields, as its name suggests, the best and most uniform way to perform a particular task - with little or no wasted efforts, energy, materials or movement. Once the "best way of doing something" is identified and documented, Standard Work tools and techniques allow companies to develop work instructions and other training support materials so that the "best way" can be communicated and taught to new hires, workers in need of cross-training and others. These training tools, plus the identification of the most efficient way to accomplish a job task, combine to speed up training without compromising safety, worker satisfaction, product quality or productivity. In fact, most companies implementing Standard Work realize operational savings greatly in excess of their investment.

"We enjoyed this engagement and value working with NEPIRC. We expect to use their services well into the future. This project yielded great results for us. "

-Kenneth (Ken) Moyer, Engineering Manager

RESULTS



\$52,500 in cost savings



\$12,000 in training

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