

## INNOVATION IN MANUFACTURING

**ABOUT FLEXP CONCEPTS.** Founded in 1988, Flexo Concepts developed a process to put a beveled tip on a UHMW doctor blade to improve safety and print quality in corrugated printing. Today, Flexo Concepts innovates and manufactures TruPoint polymer doctor blades for many markets that require roll metering or cleaning and for other specialty applications. The company does all manufacturing in Plymouth, Massachusetts, and sells almost half of its products to overseas customers.

**THE CHALLENGE.** Flexo Concepts was looking for a formal process to develop and introduce new products and engaged MassMEP, a NIST MEP affiliate. MassMEP helped Flexo Concepts create a product development map and that work exposed several areas of the business that needed improvement work. Manufacturing was chosen as the first area of focus.

**MEP CENTER'S ROLE.** The development of the product road map identified areas of the business that were obstacles to Flexo Concepts ability to achieve its goals. Through Kaizen and 5S projects with MassMEP, a culture of innovation and empowerment started to emerge. The training taught everyone to work smarter, not harder, and created an atmosphere of open communication regarding how to address problems.

"The work we did with MassMEP really was the catalyst for a long list of continuous improvement projects we've done. We are very focused on innovation and a lot of the thinking and practices we use in the business grew from the work done in manufacturing with MassMEP."

-Greg Howell, CEO

## RESULTS



20% improvement in production capacity



10% increase in jobs



Improved company-wide communication



Improved on-time delivery



Laid the foundation for building a culture of innovation

## CONTACT US



27A Midstate Dr.  
Suite 200  
Auburn, MA 01501-9998



(508)831-7020



[www.massmep.org](http://www.massmep.org)

