

## FALK PRECISION ACHIEVES SUCCESS WITH HR EVALUATION, CHANGE MANAGEMENT, LEAN/5S, AND ISO9001 INTERNAL AUDITING/QUALITY MANAGEMENT IMPLEMENTATION

**ABOUT FALK PRECISION, INC.** Falk Precision is a technically-advanced, fully-capable, and quality-oriented manufacturing company driven by a highly skilled team. Since 1984, Falk Precision has been a depended-upon provider for organizations of varied sizes. With a culture of open creativity and hard work, their team manufactures quality parts and assemblies that exceed their customers' expectations. Falk's detail-oriented craftsmen have the experience and specialized knowledge that only comes from doing the job and doing the job right, day in and day out. Through the reliable work of their skilled staff, Falk Precision has established itself as a depended upon manufacturing company.

**THE CHALLENGE.** As Falk Precision experienced grew a lack of 5S standards and visual management across the facility became an issue. In addition, the lack of formal ISO9001 certification was inhibiting access to target markets. In an effort to implement visual standards, increase manufacturing efficiencies, and drive greater competitiveness, a plan was implemented to initiate 5S, perform a plant-wide HR evaluation, perform Change Management training, and initiate a formal transition to and adoption of ISO9001 standards. The plan was supported by Central New York Technology Development Organization (CNYTDO), a division of the New York Manufacturing Extension Partnership (MEP) and a NIST MEP affiliate.

**MEP CENTER'S ROLE.** CNYTDO assisted Falk Precision with all facets of the project. Individuals across the entire facility were trained in Lean/5S, and a formal Kaizen event was conducted to fully initiate the changes. The HR Evaluation and Change Management training was used by the Falk Precision management team to prepare the workforce for plantwide changes and to identify areas of communication and employee development opportunity across the facility. The ISO9001 transition included internal auditor training as well as a full Quality Management System overhaul and establishment of a Quality Manual and Top Level Procedure Manual. By developing a workforce knowledgeable in Lean/5S, Change Management, and ISO9001, Falk Precision was able to incorporate both the saving in efficiencies and floor space that Lean/5S and ISO9001 promise.

"Falk has seen tremendous results from this project, including a 10% productivity improvement and a 5% increase in retained sales. We are very appreciative of TDO's expertise and project management, as well as National Grid's funding for this critical project. Thank you again for your support."

-Tracy Foltz, Foltz

## RESULTS



Workforce prepared and more accepting of change. Improved employee retention and reduced turnover.



10% improvement in productivity



5% increase in retained sales

## CONTACT US



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