

ORGANIZATIONAL DEVELOPMENT TRAINING YIELDS SIGNIFICANT RESULTS TO CHEMICAL MANUFACTURER

ABOUT POLYSCIENCES, INC. Polysciences, Inc. is a family-run manufacturing company based in Warrington, Pennsylvania, that employs more than 200 Pennsylvania residents. The organization's chemical products are used in many scientific applications where the volume is small but the value added is large. Polysciences, Inc. is divided into three broad divisions: laboratory products; custom synthesis & cGMP manufacturing; and contract manufacturing and packaging.

THE CHALLENGE. Polysciences reached out to DVIRC, part of the Pennsylvania MEP and the MEP National Network™, for support with improving the skill sets of their key leaders, supervisors, and managers through focused development training related to leadership skills, as well as a getting back to basics refresher on good manufacturing practices (GMPs) for operational and production staff.

"We knew we need to develop our supervisory and management skills, but wanted something sustainable, user-friendly, and geared towards our environment. We're a scientific and manufacturing company with some very technical minded supervisors and managers, which brings with it skepticism and, at times, a lack of understanding or perceived unimportance on 'soft skills,'" according to the company's HR Director Jennifer Tenfelde. "Getting their buy-in was going to be critical to sustainability.

MEP CENTER'S ROLE. DVIRC strategic partner Donna Butchko, GMP expert and leadership skill development trainer/coach, collaborated with Polysciences' management team to create a structure for both programs and a schedule that would deliver them in a timeline that aligned with the company's need. Donna provided training to the company's operational and production staff over a period of approximately 8-10 months.

"Donna had delivered GMP training and it went very well because she has the science, manufacturing, and quality background that our folks would respect," Tenfelde said. "When we learned that she could also develop a management skills platform for us, we were eager to get started."

Additionally, Polysciences has retained DVIRC to perform coaching with past leadership skill development participants on a monthly basis and plans to send another group of staff members through the same training in the coming months.

"The response has been positive from our supervisory, management, and leadership team members. Donna's delivery is well received, the practicality she brings to topics and the reinforcement through group activities, homework, capstone assignments, and ongoing monthly cohort 1:1's really deliver on sustainability.

This training has helped open their eyes to other related learning opportunities. It's helped to change their perspective and the byproduct is a changed environment."

-Jennifer Tenfelde, HR Director

RESULTS



\$1,000,000 in retained sales



\$137,000 in cost savings



54 jobs retained



\$450,000 in plant/equipment investment



\$90,000 in training investment and plans to send another group through the training

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