

## 'SAVING HUMANITY FROM BUSINESS AS USUAL' - COMPANY MISSION SETS STAGE FOR SUCCESS

**ABOUT MERCURY WIRE PRODUCTS INC.** Mercury Wire exclusively develops custom cable and electronic assembly solutions for customers across a variety of industries and markets worldwide. As a family-owned and operated company, Mercury Wire's evolution from a traditional manufacturing company to a learning organization is built on innovation, lean business strategies, and empowerment. The company's long-term, holistic view in building mutually beneficial relationships starts with the company's customers. Together, the two companies create a vision for a comprehensive solution that suits the customer's needs and moves their business forward.

**THE CHALLENGE.** Mercury Wire puts a strong focus on curiosity, learning, challenging what they know, and not getting too comfortable in thinking that they know what they need to. When Mercury Wire was looking for training that would provide the next step in their lean journey, further improve their efficiencies and provide exposure to team members about where advanced manufacturing and Industry 4.0 were headed, they contacted MassMEP, part of the MEP National Network™.

**MEP CENTER'S ROLE.** Mercury Wire participated in a consortium training grant as well as attended an Industry 4.0 event. Consortium training grants encompass several companies collaborating in training. Mercury Wire found that the consortium training programs are a very effective and powerful method to get more team members exposed to new ideas in a structured learning environment.

Mercury Wire focused on process improvement within their value streams. With MassMEP they were able to tailor the training to their needs and ran specific projects where they were experiencing a significant increase in customer demand. They targeted throughput benefits and gains for those teams/customers. With these improvements they were able to increase sales and create new positions for the company.

The Industry 4.0 Conference provided exposure and the ability for the company's value stream leaders to listen and learn about the next stages and direction of industry and technology. Utilizing automation, Mercury Wire team members are able to do more of what engages them and what is truly value added for their customers. Mercury Wire also attended seminars regarding Defense Federal Acquisition Regulation Supplement (DFARS) compliance for the security of classified information in the defense supply chain. As a result of the conference were able to accelerate their compliance, allowing them to capture new business.

**"The value of our relationship with MassMEP is about more than the knowledge and skills they have shared with Mercury over the years. It is about our collective passion for learning along with the understanding that true learning is more than the simple transfer of information. It is about creating an experience where people can connect with learning as a journey fueled by curiosity, experimentation, falling down and getting back up. We are grateful to Mass MEP for being a part of the Mercury journey."**

-Chris Yard, Co-Owner and Team Member

## RESULTS



4 jobs created, 6 jobs retained



\$125,000 in increased sales and \$375,000 in retained sales



\$25,000 in cost savings



Worcester Business Journal Award Overall Manufacturing Excellence, Small Company, 2020

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