

ILC DEVELOPS CONTINUOUS IMPROVEMENT CULTURE

ABOUT INNOVATIVE COSMETIC LABS INCORPORATED. Innovative Cosmetic Labs (ICL) began in 2008 as the in-house manufacturer for one of the most recognized brands in the natural products industry. Specializing in premium formulations and niche skincare segments such as serums, oils, mists, and creams, ICL creates value for brands of all sizes by providing solutions in clean beauty formulations, packaging, procurement, fulfillment, and marketing expertise. Innovative Cosmetic Labs is proud to employ a diverse workforce and support leadership opportunities for women and minorities.

THE CHALLENGE. ICL experienced a reduction in capacity as a result of the pandemic, but the company was able to successfully pivot to supplying hand sanitizers during 2020. Company leaders reached out to CMTC, part of the MEP National Network™, in October 2020 with a request for assistance in understanding and implementing lean and leadership skills in order to improve operations and increase cost efficiencies.

MEP CENTER'S ROLE. CMTC worked with ICL employees to develop skills for a continuous improvement culture throughout the organization and to train key personnel on lean principles and tools to help them understand and implement sustainable improvements. CMTC provided consulting, technical support, and account management services both onsite at Innovative Cosmetic Labs' Chatsworth, California, facility and virtually. Key outcomes included: identification of areas for improvement, recommendations on layout and storage, and training and empowering of staff.

"CMTC provided expertise that was extremely valuable to our operation and the approach was perfectly suited to our diverse team. We especially appreciated the patience and flexibility during COVID-19 restrictions. We were able to reduce expenses by eliminating an offsite warehouse, reduce waste through streamlined processes, and build support for the need for continuous improvement, among other things."

-Matt Stearn, President

RESULTS



12 jobs retained



2 jobs created



\$100,000 in new sales



\$6,000 in cost reductions

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