

MAC PRODUCTS ACHIEVES ROBUST GROWTH THROUGH PROCESS ENHANCEMENTS FACILITATED BY MEP

ABOUT MAC PRODUCTS INC. In 1968, MAC Products Inc. was founded by Ed Gollob, who started with just two employees. This 3rd-generation family-owned and -operated manufacturing company has flourished, now boasting over 100 employees and a 4.5-acre fully integrated complex in South Kearny. Specializing in made-to-order manufacturing services and products, MAC serves diverse clients, from electrical utilities to mass-transit entities.

THE CHALLENGE. The relationship between MAC Products and NJMEP, part of the MEP National Network™, goes back nearly a decade, beginning with some lean training. “We continually kept engaged with the MEP over the years,” says Eddie Russnow, President of MAC. “With this latest grant that we got from the state for training, it’s all been based around the process improvement and process mapping, and that’s really been our core focus now as we realize that the things that are holding us back are the processes, and that stemmed from a deep dive that we did with [NJMEP].”

MEP CENTER'S ROLE. Eddie, through his collaboration with NJMEP, recognized that the processes implemented over the years had become ineffective and required thorough reevaluation and enhancement. In the discovery phase, the operational framework underwent a thorough evaluation to identify inefficiencies and process gaps, with the overarching goal of enhancing business performance.

Following the discovery phase, an operational effectiveness team of diverse stakeholders, was established. This team took on the responsibility of analyzing, identifying, and resolving issues affecting operations. Their collective efforts were directed towards addressing ineffective business processes and recommending necessary changes and improvements to streamline operations.

Throughout the engagement, the team received coaching, training, and guidance, actively expanding their skills and professional development through training courses, mentoring, and daily interactions with stakeholders. The establishment of Rules of Engagement ensured the team's effectiveness and ensured they maintained a prioritized register of identified issues, resolving them through projects, and reporting their progress to management through regular briefings. In subsequent stages, the team actively supported the implementation of leadership-approved changes.

"[NJMEP] has opened our eyes to the things that we didn't necessarily know that were out there for us, from a standpoint of support from the state or support from other organizations. Everything is still moving forward and is still in process and will be in process always, because we'll always be looking to identify ways to streamline things and improve the processes. The thing that I'm most happy with and most proud of is that I didn't have to be the one to drive it."

-Eddie Russnow, President

RESULTS



5 new or retained jobs



\$4,500,000 in new or retained sales

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