

MILES SCIENTIFIC PLANS FOR THE FUTURE

ABOUT MILES SCIENTIFIC. Miles Scientific (previously Analtech) is the only U.S.-based manufacturer of pre-coated plates, equipment, and accessories for thin layer chromatography (TLC). The company was the first in the world to develop commercially prepared TLC plates; it now offers the widest variety of TLC products of any manufacturer. Its products are used in thousands of analytical, research, clinical, industrial, and quality control laboratories in more than 100 countries.

The company maintains manufacturing, customer support, technical support, and an applications development laboratory at its headquarters in Newark, Delaware. Most employees have been with the company for 20+ years. The team focuses on personalized service, a differentiating factor in this niche industry.

THE CHALLENGE. Because of changes that occurred in the chromatography industry in the last decade, the owner of this small, 12-employee, manufacturing business began to consider his options for pivoting and growing Miles Scientific.

MEP CENTER'S ROLE. Having worked with the Delaware Manufacturing Extension Partnership (DEMPEP), part of the MEP National Network™, for numerous years, Miles Scientific reached out to their friends at DEMPEP. The goal was to evaluate paths forward and obtain a clear picture of the future of the company. DEMPEP provided a strategic/succession planning workshop for the Miles Scientific team. The workshop looked at both bottom and topline growth and created an action plan that included succession planning.

"In my 36 years with this business I have seen many changes in our industry. To be able to remain successful you need to adapt, improve, and remain relevant. The best investment I ever made to accomplish this was working with DEMPEP. Starting with Lean Manufacturing Principles in 2007 we have continued to turn to DEMPEP on a regular basis for valuable team training, help with growing our exports, and most recently, developing a new Strategic Plan for Miles Scientific. I look forward to what is ahead and to continuing our relationship with our friends at DEMPEP."

-Steven Miles, President/GM/Owner

RESULTS



12 retained jobs



3 planned future hires



\$1,200,000 in retained sales



\$350,000 in retained domestically sourced products

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