

TIGG - NEWTERRA GROWTH JOURNEY IN HEBER SPRINGS.
ARKANSAS

ABOUT TIGG CORPORATION. Since 2010, TIGG has manufactured standard and custom water purification systems at its 155,000-square-foot manufacturing facility in Heber Springs, Arkansas. TIGG was acquired by Newterra in 2019, as part of Newterra's strategic move to increasing its offering in the growing water purification market.

THE CHALLENGE. High demand for water purification of emerging chemicals by municipalities in the US has increased demand and lead times. The Heber Springs facility was limited by staffing and some process equipment. As they overcame one hurdle, another constraint appeared. The parent company was interested in investing in the growth, but needed a capacity model to know the current limits and capacity growth potential.

MEP CENTER'S ROLE. Arkansas Manufacturing Solutions, part of the MEP National Network™, offered assistance through several engagements. After initially value stream mapping the entire tank making process, AMS assisted TIGG Newterra with utilizing technology transfer assistance grants (TTAGs) to engage long-time AMS third party partner experts to develop current and future state capacity models as well as a capital spending plan that maximized investments to increase capacity. AMS also assisted TIGG Newterra's engagement with the State of Arkansas Office of Skills Development to customize Grow Our Own training grants geared to create an internal welding training program for new hires that met the company's unique welding requirements.

The current operation has doubled in production capacity with increased employment over past 2 years. With additional employees and additional equipment, the Heber Springs TIGG Newterra facility is now well on the road to continuous improvement and successful growth.

"Partnership with Arkansas Manufacturing Solutions (AMS) was instrumental in us meeting our increased product demand. They are manufacturing practitioners experienced with seeing the struggles of staffing, equipment, organization and finance of production facilities to assist us with relevant solutions. This AEDC team has the knowledge where to go in the State of Arkansas for knowledge (vendors, analytical support, training) and financial support (agencies in Economic Development) for us to gain the manufacturing growth to meet demand that we feel is possible in this small community."

-Steve Schwartz, VP Manufacturing Optimization

RESULTS



Over **45** jobs were retained and 5 new positions were filled.



\$3,000,000 in increased sales annually



Savings from improvements **\$125,000** and \$300,000 in unnecessary investments avoided



\$140,000 invested in workforce practices and employee skills



Investment in the plant equipment was an initial **\$120,000** with an additional **\$200,000** in 2024

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