

## TECHNOLOGY IMPLEMENTATION IMPROVES ORGANIZATIONAL PROCESSES

**ABOUT TGI DIRECT.** TGI Direct, located in Flint, Michigan, is a premier print, mail, and fulfillment service provider for companies operating in highly regulated industries. Since 1964, TGI has delivered reliable and secure printing, mailing, and fulfillment services to their clients with care and professionalism. TGI is a recognized women and minority-owned business, operating out of two facilities located in Flint and Ann Arbor, MI. With approximately 86 employees, TGI works to bring confidential and variable data personalization capabilities to their print and delivery services.

**THE CHALLENGE.** TGI needed to improve efficiency to meet increasing demand. The company recognized that adding technology would benefit them in the future but didn't know where to go. TGI reached out to Michigan Manufacturing Technology Center (MMTC), part of the MEP National Network™, for a technology opportunity assessment to determine how TGI could streamline their internal and external processes.

**MEP CENTER'S ROLE.** Due to the assessment, MMTC and TGI discovered a need for a lean production system to understand the information flow processes within the organization. Several TGI employees completed MMTC's value stream mapping (VSM) and deployment plan training. They completed VSM to identify non-value-added processes within their systems. TGI team members were instructed on the VSM process to create a current state map and test ideas for a future state map.

At the end of the training, TGI team members not only created a future state map, but an action plan with assigned responsibilities for implementation. They were able to determine the best ways for arranging the facility for productive workflow. Through this process the team determined that TGI was using nine different software programs. Following the assessment, they applied for and received a grant through the State of Michigan to help pay for a new MES system. Consolidating down to one operating system saved TGI valuable time and increased efficiency.

**"Participating in the value stream training has been a game-changer for me and my team. The training provided an understanding of how to identify and eliminate waste within our processes, leading to more efficient and streamlined operations. I would highly recommend this training to anyone looking to improve their organization's efficiency and effectiveness. The investment of time and effort is well worth it, and the support from the state funding made it accessible for our team."**

-Kelly Chervinsky, Process Improvement Manager

## RESULTS



4 jobs created



\$155,000 invested in new software

## CONTACT US



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