



Operational Excellence & Quality

# Bottom Line Improvement from the Top

## Client Success Story: Mercury Electronics

### Company Profile

Mercury Electronics is a contract manufacturer of electrical cable assemblies, wiring harnesses and control panels for commercial and military applications. Mercury Electronics is located in Seven Valleys, PA and its 203 employees ship product worldwide on a daily basis. Mercury has been providing quality electrical assemblies since 1946.

### Situation

Mercury Electronics first engaged with MANTEC, a NIST PA MEP regional office, in 2004 on various technical projects. In 2015, due to evolving customer requirements, Mercury Electronics leadership identified the need to improve business processes.

### Desired Results and Deliverables

Mercury Electronics identified opportunities to eliminate wastes to reduce costs and opportunities to increase throughput to reduce lead-times. It was expected that addressing these opportunities would also enhance quality and would lead to higher sales and profits. Mercury Electronics implemented a continuous improvement strategy that is driven by top management and is key to achieving the company's future goals and business success. The strategy included the following:

Key personnel would attend MANTEC's LEAN Certification program, so they can effectively lead internal efforts of improvement.

- All company personnel would go through MANTEC's LEAN Principles training to understand what Mercury's goals are and how those goals could be achieved.
- A Value Stream Process map would be created to chart the path to improvement.
- Key Performance Indicators would be set, and results would be displayed through visual management boards.
- To sustain the LEAN efforts and culture, every company newsletter will have articles describing the LEAN projects that have been started or completed since the last newsletter.

### End Results

- 6% Increased/Retained sales
- 5% Increased/Retained jobs
- 15% increase in meeting customer requirements
- 10% reduction in lead-times

### Other Results

- Gains are continuing to accelerate as each new project builds upon the gains of the last project
- The culture has been improved, going from no volunteers and no interest for the first project to having nearly everyone willing and desiring to have the next project done in their area. Additionally, employees have been providing many great process improvement ideas.
- Production areas have been reorganized to increase flow while also reducing the amount of floorspace utilized

"Return on Investment is critical to Mercury. MANTEC delivered ROI for every project we partnered with them on. The key difference in MANTEC's approach to training is that they supplement classroom theories with hands-on practical applications of those theories in the client company's own environment."

~Dan Snyder, General Manager of Mercury Electronics