

CONTINGENCY PLANNING AND WORKFORCE TRAINING BUILDS RESILIENCE

BACKGROUND:

Totowa, NJ manufacturer, **Medin Corporation**, is the largest focused supplier of sterilization cases, trays, caddies and accessory products for the orthopedic and medical device markets. The ISO 9001 and ISO 13485 certified company leverages many manufacturing operations ranging from precision laser cutting, punching, and bending to nylon powder coating, water jet cutting of silicone, anodizing, and final assembly for product manufacturing. Medin is a “Certified Supplier” for many domestic and international medical leading device manufacturers.

CHALLENGE:

When Superstorm Sandy hit New Jersey, Medin was located in Passaic, a town that was heavily impacted by the storm. The company took quite a hit as did many businesses in Passaic and throughout the state. The majority of small manufacturers have no plan in place for this kind of event. Responding to the crisis, New Jersey created Recovery4Jersey grants to assist the many businesses that suffered from the storm. NJMEP reached out to the state’s manufacturers and compiled information on their experience in the storm. In response, they designed a program in response to what they learned to address a need that had become apparent. Having been through Sandy, the Medin team wanted to create a contingency plan for the organization to ensure minimal to no loss during times of disasters or emergencies. Medin had participated in an NJMEP Lean workshop that was presented through the NJ Business and Industry Association and had spoken with the organization a number of times.

SOLUTION:

Medin Corporation worked with NJMEP to develop a program that would address the company’s concerns—a crisis contingency plan as well as ways to creating a more resilient and efficient organization, both of which were the intent of the Recovery4Jersey grants. These grants would be given to those companies that were dedicating the time and staff necessary not only to repair but to rebuild and revitalize their organizations. Application for the grant was completed and once awarded, the plan was implemented.

First, design and implement a recovery plan to prevent down time from disasters affecting them and their supply chain.

Second, build a culture of resilience through new practices and methodologies.

To achieve these results, over the course of one year, employees received training in the following areas:

- Occupational Safety Technology/Tech/Disaster Recovery, Data Recovery, Emergency Management & Contingency Planning
- Business Management Service/Succession Planning
- Lean Manufacturing: Total Productive Maintenance, Cellular Flow Manufacturing, Value Stream Mapping, Implementing 5S for Workplace Organization and Set up Reduction/Quick Changeover w/Implementation
- Engineering, Other/Top Line Growth & Innovation Engineering

Each of these training sessions addressed objectives Medin and NJMEP had identified.

Customers demanding that their suppliers have a contingency plan so they would not be left in the lurch as the result of

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a disaster were delighted to hear what Medin had initiated.

The Lean manufacturing methodologies enabled the company to become a more efficient and more productive company.

RESULTS:

When Medin was surveyed by NIST 6-9 months after the completion of the training the company reported:

- \$100,000 increased sales
- 1 new employee was hired
- \$1,000,000 in sales were retained that could have been lost
- \$100,000 cost savings w/ \$37,120 in training costs as the result of the Skills4Jersey grant
- \$20,000 invested in workforce development
- \$100,000 were invested in new processes and/or products

Mark DiSilvestro, Medin's COO, recently noted, "NJMEP assisted us in Business Continuity and Lean Manufacturing Training to help us identify risks to our business and plan for them in advance and to help us drive down costs and improve lead times." The training laid the foundation for Medin to take the next step. The company relocated to Totowa NJ.

Medin's CEO Jay Schainholz explained. "The move facilitated improved communications, product quality, performance, and delivery." "This change of location not only represents a physical move for Medin, but it also offers an opportunity for a change in the culture of our company as well, enabling our employees to approach work in a better way. It also makes it easier to do business with our customers who will continue to sustain our success. We're receiving great feedback from people. They really like the new facility," added Mr. DiSilvestro, Medin COO.

NJMEP'S MAIN SERVICE AREAS

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- Contingency and Emergency Planning
- Destination Innovation
- Energy Alliance Program
- ExporTech™
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- Lean Business Solutions
- Quality Management Systems & ISO
- R&D Tax Credits
- Six Sigma
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