

INNOVATIVE MANUFACTURER ACHIEVES OBJECTIVES WITH WORKFORCE TRAINING

BACKGROUND:

For nearly 75 years, **Shamrock Technologies**, Inc. has been the innovator and pioneer in developing tribological additives, i.e., materials to resist rubbing, abrasion, wear, and providing slip or low coefficient of friction. Today, the company employs 91 people in New Jersey and has over a half million square feet of manufacturing operations at six facilities on three continents. Located in Newark, New Jersey, Shamrock's materials are found in Inks and Coatings, Thermoplastics, Lubes and Greases, Elastomers, Personal Care products, and many more applications.

CHALLENGE:

Shamrock wanted to improve the competency and leadership skills of their supervisors, increase operational efficiency and resolve difficult factory floor issues in order to continue the company's focus on quality. As a result of a telemarketing call to Joe Shade, CFO of the company, New Jersey Manufacturing Extension Program, Inc. (NJMEP) met with management to identify Shamrock's needs.

Key personnel from production, engineering, safety, quality and administration explained to NJMEP that a number of courses had been offered approximately 5-7 years ago and there is a desire for more. Shamrock Employees have a basic understanding of Lean and its value as well as the importance of plant safety.

SOLUTION:

As a result of the meeting a training plan was developed to improve factory efficiency, reinforce plant safety, increase equipment run time, reinforce the focus on maintaining quality and continue to build the skills of those who interface with Shamrock's clients.

NJMEP identified the company as an excellent candidate for a New Jersey Department of Labor (NJ DOL) Skills4JerseyGrant. An application was prepared and when approved training began.

Over the course of one year, 35 employees participated in the training that included courses in:

- Supervisory Training (Part 1 & 2)
- GMP (Good Manufacturing Practices) Awareness,
- Lift Truck Safety
- Hazcom
- Internal Auditor Training
- Developing Customer Service Skills
- Six Sigma Employee Awareness
- Root Cause Analysis-7 Step
- Total Productive Maintenance (TPM)

Plant manager Nick Neuberg, who completed the required grant closeout paperwork, reported, "The NJ MEP really knew the application process so we were very pleased at how smoothly the process went. We reached our objectives with this grant—improved factory efficiency, reinforced plant safety, increased equipment run time, reinforced the focus on maintaining quality and our employees have built stronger relationships and have increased satisfaction with those who

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interface with Shamrock clients. With these objectives reached and an increase in business we were able to create jobs over this past year.”

RESULTS:

Mr. Neuberg, continued, “The company has seen overall improvement with the competency and leadership skills of their supervisors, managers and high performers which is the result of the supervisory skills training. Shamrock Technologies has also witnessed additional uptime of key equipment which is the result of the TPM training. The employees are now able to address factory floor issues as soon as possible via root cause analysis.

Quality has been improved which has added business from the 6 sigma training and our employees are working safer after receiving the safety refresher courses. The Skills4Jersey Training has put Shamrock in a wonderful position to build stronger customer relationships and will enhance Shamrock’s reputation as a customer friendly, easy to do business with organization.

When completing the independently conducted post project survey for NIST, Shamrock reported:

- \$500,000 increased sales
- 5 New employees
- \$500,000 invested and cost saving in the development or introduction new products and Processes
- \$300,000 invested in plant equipment
- \$36,514 invested in workforce training and realized a savings of \$24,000 as a result of the Skills4Jersey Grant

When speaking specifically about how NJMEP assisted with the grant, Mr. Neuberg wrote, “The New Jersey Manufacturing Extension Program, Inc. walked us through the process of grant submittal. They assisted with the grant entry and helped with the gathering and completion of the pile of forms required by the NJ DOL. They managed the project very well and made sure that we completed all training and that all invoices were submitted. We look forward to a continued close relationship with the NJ MEP on our future training needs.”

NJMEP’S MAIN SERVICE AREAS:

- Business Development Services
- Contingency and Emergency Planning
- Destination Innovation
- Energy Alliance Program
- ExporTech™
- Human Resources Solutions
- Lean Business Solutions
- Quality Management Systems & ISO
- R&D Tax Credits
- Six Sigma
- Supply Chain, Transportation and Logistics Services

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