



\$23.9 million in new and retained sales  
\$26.6 million in new investments  
276 jobs created or retained

Today, a wide variety of Delaware's most forward-thinking firms turn to **Delaware Manufacturing Extension Partnership** (DEMPEP) for strategic programs designed to enable them to remain globally competitive. As the area's top resource for manufacturing support and industry-specific expertise, DEMPEP experts assess needs and opportunities, identify appropriate local, regional and national resources, and create and manage successful partnerships. The result? Improved quality, productivity and profitability.

In 1994, DEMPEP was established with a mandate to provide and transfer Lean Best Practices and Quality Systems Training to the manufacturing community. Since then, DEMPEP programs and practices have increased the quality levels, productivity levels and profitability of the many companies it has served in Delaware.

For more information, contact:



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\* Impacts are based on clients receiving service in FY2010

*“We have high-quality, open-minded employees who want to know how to do things better. Their hard work and dedication is what made these improvements become part of the way we do our jobs.”*

Ron Galloway, Chief Operating Officer

## Training Improves Sustainability Efficiencies

Eastern Industrials Services Inc. is an industrial and commercial contractor that provides insulation, fireproofing, scaffolding and industrial coatings for the eastern United States. PTM Manufacturing, LLC, formerly a division of Eastern Industrial Services (EIS), specializes in custom-engineered, LEED-eligible exterior and interior HVAC systems that support sustainable building practices for industrial, commercial and residential applications. EISI and PTM are based in a 13,000-square-foot facility in Newark, DE. PTM manufactures and distributes the patented Techna-Duc® insulation system which is designed to form a water-tight shield against the environment and reduce energy output by up to 25 percent. PTM also distributes and fabricates the Kingspan KoolDuct® product line, which combines insulation and ducting for more thermally efficient HVAC systems.

### *Situation:*

In a competitive manufacturing market, EIS has carved out a niche with businesses and other organizations that are intent on establishing environmentally responsible systems. Customers include some of the state's largest employers, among them AstraZeneca, DuPont Co., Christiana Care Health System, Verizon, University of Delaware and numerous school districts. EISI obtained a training grant from the Delaware Economic Development Office to build on this goal and implement new efficiencies. Eastern then turned to the Delaware Manufacturing Extension Partnership, a NIST MEP affiliate, for help implementing new, more efficient practices.

### *Solution:*

Training began with the principles of lean manufacturing, focused on reducing seven wastes—over-production, waiting time, transportation, processing, inventory, motion and scrap—that do not contribute to the final product. DEMEP helped with the realignment needed to prepare for growth. DEMEP compiled meticulous value stream maps on such key processes as estimating and bidding jobs. The goal is to eliminate waste—any steps or processes that do not contribute to the bottom line—from the work flow. In the new, more-efficient system at the facility, EISI and PTM have formulated a unique process that helps identify and assign estimates in a way that balances resources and workloads.

### *Results:*

- \* 15 new jobs created
- \* 20% less time spent on estimates and bidding
- \* Reduction in environmental waste by recycling scrap

# 15 new jobs created