



Regional Locations:
 Anaheim, Burbank, Fresno,
 Los Angeles, Ontario,
 Oxnard, San Diego

CALIFORNIA MANUFACTURING TECHNOLOGY CENTER (CMTC) Serves the five-county Los Angeles basin, the San Joaquin Valley and San Diego/Imperial County, through seven regional centers. Affiliated with the El Camino Community College District, the California Technology Trade and Commerce agency, the California Community Colleges and the California Employment Training Panel. Contact: David Braunstein, 1149 West 190th Street, Suite 2014, Gardena, CA 90248, (310) 263-3060, Fax: (310) 263-3069, Email: braunste@cmtc.com, Website: <http://www.cmtc.com>.

**THE
 MANUFACTURING
 EXTENSION
 PARTNERSHIP
 IN CALIFORNIA**

Manufacturing Extension Partnership (MEP) is a nationwide system of services and support for smaller manufacturers to become more globally competitive. At the heart of the system is a network of affiliated, locally-based manufacturing extension centers. Each center, like CMTC, is a partnership, typically involving federal, state, and local governments; industry; educational institutions; and other sources of expertise, information and funding support.

COMPANY CLIPS

Truth Hardware Increases Productivity

Truth Hardware, founded in the early 1900s and located in Pacoima, California, employs 165 people and manufactures hinges, rollers, and sliding door handles for large sliding door original equipment manufacturers (OEMs). Annual sales for this facility are approximately \$20,000,000. Truth Hardware began to notice a decline in annual sales due to increasing industry competition, jeopardizing the product line and 12 jobs. Senior management contacted the California Manufacturing Technology Center (CMTC) to help reduce lead-times and increase sales and market share without a price reduction.

CMTC coached assembly workers in process improvements two hours per day, two days a week, for four weeks. CMTC also analyzed every step of the manufacturing process to identify problems and devise solutions, supporting the assembly workers as they redesigned work flow and assembly processes from typical mass-production assembly techniques to a manufacturing cell with single-piece flow, point-of-use storage, and other lean manufacturing techniques.

By improving processes in the assembly area and modifying some work procedures, Truth Hardware saved nearly \$277,000 in costs, increased throughput 158 percent and productivity by 289 percent, and now anticipates a 20 percent sales increase for the next three years.

Continued

STATE STATS

DATA* COVERS JANUARY TO DECEMBER 2001

Number of projects completed with firms
453

Number of firms served
1,816

Number of firms served for the first time
1,144

Federal cost share for current operating year
\$8,854,700

State/other cost share for current operating year
\$17,709,400

**Data as reported from center*

DATA** COVERS JANUARY TO DECEMBER 2001

Increased sales & retained sales
\$145,940,214

Client capital investment
\$38,139,910

Total cost savings
\$31,992,000

Jobs (created & retained)
1621

***Source: Independent client impact survey*

**For additional information,
 contact Dede McMahon 301-975-5020**



Replacement Parts Industries is ISO Savvy

Replacement Parts Industries, Inc. (RPI) is a family-owned business in Chatsworth, California. The company specializes in the design and sale of after-market parts used in the repair and maintenance of hospital, physician, dental, veterinary, and laboratory equipment. In 1998, the company had 22 employees and annual sales of \$3.5 million. RPI's management team decided that the ISO 9000 international quality system standard was the appropriate method to provide structure and discipline to the organization. RPI wanted to establish common guidelines for training and a baseline for improvement. It also recognized the market potential of becoming an ISO 9001 registered company, especially with respect to increasing its international sales. RPI contacted the California Manufacturing Technology Center (CMTC) for assistance.

CMTC's ISO 9000 Implementation Group provided a way for RPI to become ISO 9001 registered at an affordable cost. RPI joined a 14-session ISO 9000 Implementation Group that met every other week for 28 weeks. The structured group program enabled RPI to complete a fully compliant quality policy manual, as well as develop the procedures required to meet ISO 9001 standards. During the course of the program, three employees were trained as internal quality auditors in a two-day Internal Auditor Workshop. During the implementation of its ISO 9001 quality system, RPI increased annual sales by \$200,000, added more full-time employees, decreased scrap costs by \$4,000, reduced production problems as a result of improved design control processes and design reviews, and decreased cycle time for product development and purchasing, all by incorporating ISO-compliant processes into existing operations. Over five days of individual on-site assistance, a CMTC facilitator helped the company conduct internal audits and prepare for the registration audit. After a rigorous third-party audit, RPI achieved registration for ISO 9001:1994.