Office Locations:
DuBois, Erie, Titusville

NORTHWEST PENNSYLVANIA INDUSTRIAL RESOURCE CENTER (NWIRC)
The Pennsylvania Industrial Resource Center Network consists of seven private, not-for-profit economic development corporations located across the Commonwealth.
Contact: David Andersen, 1525 East Lake Road, Uniflow Center, Erie, PA 16511, (814) 456-6299, Fax: (814) 459-6058, Email: dandersen@nwirc.org, Website: http://www.nwirc.org

COMPANY CLIPS

Allegheny Color Corp. Expands Customer Base And Increases Sales With ISO 9002

Allegheny Color Corporation, a division of Apollo Colors, Inc., manufacturers phthalocyanine pigments for paint, textiles, dispersions, soaps, and many other uses at its plant in Ridgway. The company, founded in 1973, currently employs 40 people, and has total sales of $8 million.

Allegheny Color Corporation needed to improve its quality management system to achieve ISO 9002 compliance and registration. The company wanted to pursue ISO registration to maintain its business with several existing customers and to capture additional business with new customers. Allegheny Color Corporation asked the Northwest Pennsylvania Industrial Resource Center, Inc. (NWIRC) for assistance with this process. NWIRC provided an on-site gap analysis and preliminary assessment to the ISO 9002 standard; on-site assistance in developing and implementing policies, procedures, work instructions, training outlines and other required documentation; and training for company employees in the ISO 9002 standard policies, procedure writing, and internal auditing practices. NWIRC also provided a final review of the quality system in preparation for the registration audit, and assistance during the audit to correct any non-conformities.

Allegheny Color Corporation developed, implemented, and registered an ISO 9002 quality management system at its Ridgway facility. The company reported that the ISO 9002 program became a contributing factor to obtaining one new customer and a half million dollars in sales, with the potential for $1-$2 million more. The company also retained $2.5 million in business with three existing customers, all of who require their suppliers to be ISO compliant.

Continued

THE MANUFACTURING EXTENSION PARTNERSHIP IN PENNSYLVANIA

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 NWIRC, is a partnership, typically involving federal, state, and local governments; industry; educational institutions; and other sources of expertise, information and funding support.

STATE STATS

DATA* COVERS JANUARY TO DECEMBER 2001

Number of projects completed with firms
241

Number of firms served
209

Number of firms served for the first time
103

Federal cost share for current operating year
$702,700

State/other cost share for current operating year
$1,405,400

**Data as reported from center*

DATA** COVERS JANUARY TO DECEMBER 2001

Increased sales & retained sales
$106,665,001

Client capital investment
$18,280,000

Total cost savings
$4,900,504

Jobs (created & retained)
402

***Source: Independent client impact survey*

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

International Timber & Veneer Develops Management Team Approach

International Timber and Veneer is a young and growing company that produces high quality veneer products. Founded in 1996, the company employs 150 people at its Jackson Center facility.

International Timber & Veneer (ITV) faced workforce development issues stemming from its position as an ambitious new company. Specifically, the company had difficulty locating, retaining, and promoting quality employees. The employees in front-line supervisory positions had limited experience in the management field. ITV management believed that a training program designed primarily for front-line supervisors would lead to productive working relationships with hourly employees and other managers. ITV contacted the Northwest Pennsylvania Industrial Resource Center (NWIRC) for help.

Supervision of others requires a broad range of skills. In order to improve the effectiveness of ITV supervisors, NWIRC developed a comprehensive training program focusing on basic supervisory principles and strategies, designed to lay the foundation for an improved working environment between supervisors and fellow employees. ITV supervisors attended classes on leadership and its responsibilities. They learned about effective ways to motivate and discipline employees, teamwork and conflict resolution, employee development, and evaluation. After completing the training, ITV supervisors now understand the difference between a boss and a leader, understand the factors that effect performance, are well versed in time-management and priority-setting, and know how to build effective teams, manage conflict within those teams, and make hard decisions to solve problems.