

TAP SUCCESS STORIES

Manufacturing Extension Partnership AIT Laboratories, Indianapolis, Ind.

"A survey showed that AIT employees were not happy with their training. Many employees were being trained differently, and the information was inconsistent. The Purdue partnership was necessary for us to take AIT to the next level. For me, this entire process has been life changing. Through TWI's Job Relations principles, we discovered that we had not been setting clear expectations for employees. Turn-over was high and morale was low. Now, my staff feels more secure and we're a lot more efficient. I also have applied these principles at home and as a foster parent. It's a pretty powerful tool when the teachers of my elementary-age boys send a note home praising the changes in the children and asking how I did it. This Purdue partnership has been a success story for AIT — and for me personally."

— Libby Smith,
Specimen Processing Manager, AIT Laboratories



Purdue's Technical Assistance Program/ Manufacturing Extension Partnership (TAP/MEP) served more than 350 Indiana companies with workforce training and production needs from July 2009 through June 2010. TAP/MEP programs assist Indiana companies with advanced manufacturing efforts by combining Training Within Industry (TWI) with Lean Manufacturing, Six Sigma, and other continuous improvement methods as core workforce training and production strategies.



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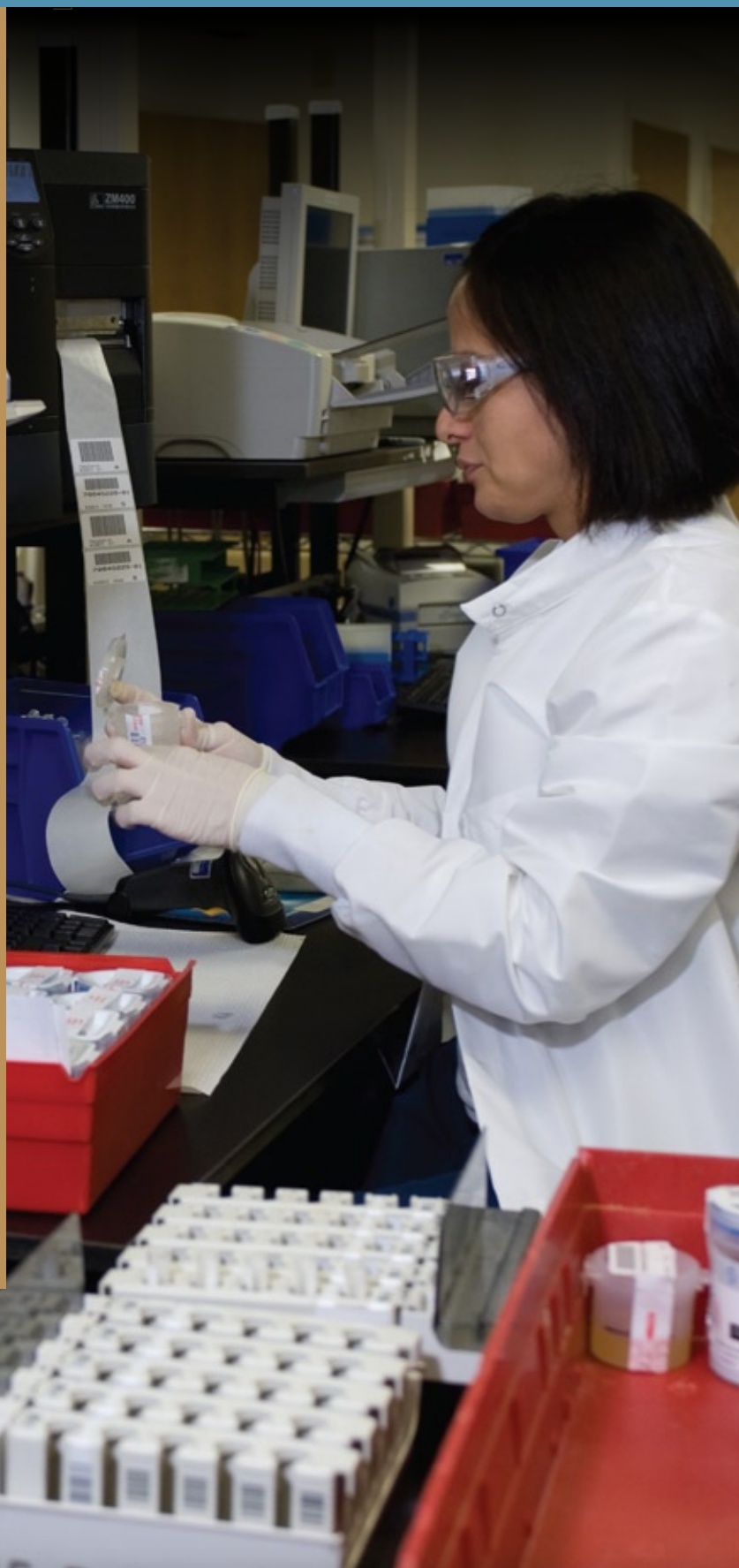
AIT Laboratories, a life sciences leader in compliance monitoring, forensics, clinical, and pharmaceutical testing, added 180 employees in 2009, nearly 100 employees in 2010 and is in the midst of a \$74 million expansion on the northwest side of Indianapolis.

With that exceptional growth, the 20-year-old company saw the need to implement Training Within Industry (TWI) principles focused on continuous improvement and workforce training. The goal for AIT: To boost efficiency, reduce errors, and equip team supervisors with skills to be stronger leaders and motivators.

Purdue's Technical Assistance Program/Manufacturing Extension Partnership (TAP/MEP) trained more than 20 members of AIT's laboratory management staff, specifically on TWI's Job Instruction and Job Relations principles. The results have been significant and immediate:

- ▶ In the Specimen Processing Department, which handles hundreds of samples daily, the number of the most severe, or Level 3, incidences dropped 40 percent. One employee, who was responsible for most of those cases, has had zero errors since Job Instruction training.
- ▶ In the Extractions Department, the number of additional competency batches — those tests that are repeated because of an initial failure — has fallen 57 percent, amounting to about \$4,000 in savings. The number of sample failures dropped 58 percent between the first and third quarters of 2010, creating about \$23,000 in operational savings.
- ▶ Five AIT employees who were struggling with their performance are now in good standing because of more clearly defined expectations from supervisors.

— Purdue's Technical Assistance Program
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