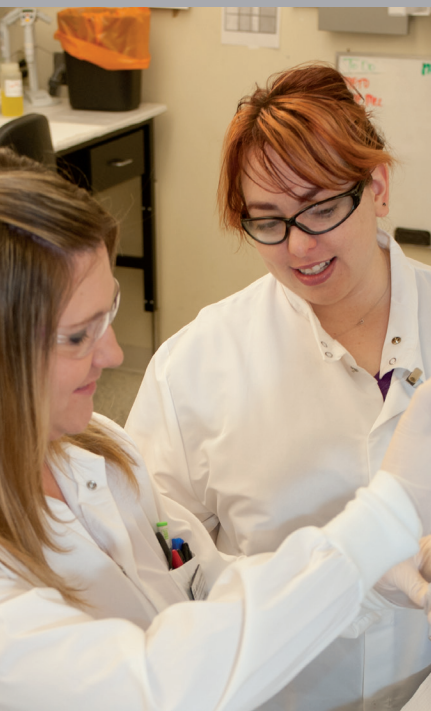


# MEP SUCCESS STORIES



**LIBBY SMITH**  
**SPECIMEN PROCESSING**  
**MANAGER** (above right)

"Through TWI's Job Relations principles, we discovered that we had not been setting clear expectations for employees. Turnover was high and morale was low. Now my staff feels more secure and we are a lot more efficient."



MANUFACTURING  
EXTENSION PARTNERSHIP

## MANUFACTURING EXTENSION PARTNERSHIP AIT LABORATORIES, INDIANAPOLIS



### **PURDUE PARTNERSHIP REDUCES ERRORS, IMPROVES MORALE AT AIT LABORATORIES**

**"A SURVEY SHOWED THAT AIT EMPLOYEES WERE NOT HAPPY WITH THEIR PREVIOUS 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."**

**LIBBY SMITH**  
**SPECIMEN PROCESSING MANAGER**  
**AIT LABORATORIES**

Pictured: AIT employee

# MEP TRAINING HELPS AIT BOOST EFFICIENCIES, EMPLOYEE PERFORMANCE

AIT Laboratories, a HealthTRACKRx™ company, is a life sciences leader in compliance monitoring, forensics, clinical solutions, and pharmaceutical testing. AIT recently added 280 employees in two years and is in the midst of a \$74 million expansion on the northwest side of Indianapolis.

With that exceptional growth, the 25-year-old company saw the need to implement Training Within Industry (TWI) principles focused on continuous improvement and workforce training. The goal for AIT: boost efficiency, reduce errors, and equip team supervisors with skills to be stronger leaders and motivators.

Purdue Manufacturing Extension Partnership (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 (Level 3) incidences dropped by 40%. One employee, who was responsible for most of the cases previously, 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%, amounting to \$4,000 in savings. The number of sample failures dropped 58% between the first and third quarters the following year, 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.



## ABOUT MEP

Purdue MEP provides high-value solutions that help Indiana businesses maximize their success by increasing profits, reducing costs, and implementing growth systems. Our organization serves more than 500 companies annually by implementing continuous improvement principles in the areas of productivity, growth, and technology. Purdue MEP has helped our clients collectively achieve over \$1.7 billion of economic impact in Indiana since 2005.

## CONTACT US:

**PURDUE MEP: [WWW.MEP.PURDUE.EDU](http://WWW.MEP.PURDUE.EDU) / 800-877-5182  
HEALTHTRACKRX.COM / 317-243-3894**

