

Testimonial:

"AKA and their team of specialists has been instrumental in working with our team to help facilitate sustainable change allowing us to be a better company to our clients while increasing our bottom line. AKA takes the time to not just educate, but also stays with us to implement lasting improvements on our shop floor. I would highly recommend AKA to anyone who wants real implementation of change."

Kevin Lyons, President
Creative Packaging Company

Company Profile:

Creative Packaging Company located in Shelbyville, Kentucky has been providing custom designed solutions products for the protective packaging, construction, pharmaceutical distribution, and temperature sensitive distribution markets for more than twenty years.

Situation:

The Company had a quality management system in place; however, it did not follow any standardized system as robust as the ISO 9001 standard that outlines a process approach to implementing and supporting a quality management system that allows management to review data from the quality management system to ensure goals are met and continual improvement is achieved. In addition, the Company operates a manufacturing facility that includes manufacturing for pharmaceutical distribution which is an industry that has placed more emphasis on operating with an established quality system.

Solution:

Management sought guidance in achieving ISO 9001 certification with the assistance of the Advantage Kentucky Alliance (AKA) Team. AKA worked with our team to use ISO 9001 as a framework to operate and change our culture to "data-driven" decision making. In doing so, we established objectives (goals) for each key process and included systems that graphically show how the processes performed with reasons that objectives were not being achieved as planned. Histograms were used to show trends toward achieving profit margins, Pareto Charts for showing the reasons "why" maximum performances were not achieved, and employees were trained to allow achievement of maximum performances. Through the guidance and experience provided by the AKA team, we were provided the tools in taking ownership with our processes from a quality assurance approach. Implementation of our quality standards was introduced to our manufacturing team through training and communication; and records were created in collecting data from our various processes. We identified our weaknesses and implemented our quality standards which changed our culture and quality environment.



Direct Results:



Retained Sales of \$1M



Increased Investment of \$500K in Plant/Equipment



Increased Cost Savings of \$350K



22 Jobs Impacted