



CLIENT SPOTLIGHT:

THIERICA DISPLAY

PRODUCTS



“One of the best aspects of the Lean training has been introducing a Lean culture into our facility. The results were immediate. We look forward to investing in more Lean training with the assistance of The Center-West team.”

DELFINO GARZA
Director of Quality

BOOSTING PRODUCTIVITY AND RETAINING CLIENTS WITH LEAN AND QUALITY TRAINING

COMPANY PROFILE: Founded in 1946, Thierica Display Products (www.thierica.com) specializes in coating, finishing, precision marking and display component assembly. For more than 60 years, they have manufactured precision lighted instrumentation and display components for industries including aerospace, automotive and electronics. Thierica Display Products employs 199 at their Grand Rapids, Mich. location.

SITUATION: Thierica Display Products was not fully prepared to face the changeover from ISO/TS 16949 to IATF 16949. Failure to achieve this certification could cost Thierica customers, which would be detrimental to their bottom line.

Additionally, Thierica was experiencing capacity and scheduling issues that would benefit from Lean process improvements. Delfino Garza, Director of Quality, knew that investing in Lean training could benefit the overall output and competitiveness of their facility.

SOLUTION: To support their goals, Thierica Display Products reached out to the Michigan Manufacturing Technology Center-West for assistance with IATF 16949:2016 System Training and Development. After conducting a gap analysis, Thierica was able to understand what steps they needed to take in order to become certified. Following this training and development, Thierica successfully achieved their IATF 16949:2016 certification.

To improve output and competitiveness, Thierica Display Products engaged in Value Stream Mapping and Lean tool training. Through training, Thierica was able to increase capacity and simplify scheduling. This project was the first step toward continued Lean manufacturing training within their facility.

RESULTS:

- **Retained Sales:** \$17,550,000
- **Retained Jobs:** 199
- **Improved Productivity:** 9% by using pull systems in production, which opened capacity for more business