

CLIENT SPOTLIGHT:

PIPP MOBILE STORAGE

SYSTEMS, INC.



“Due in part to the Supervisor Leader User Group program, many of our front-line supervisors and managers have demonstrated a higher level of professionalism, supervisory skills and problem-solving skills. This has enabled our company to decrease our cost of goods sold, reduce our overtime costs, increase our capital expenditures, retain customers and retain a stable workforce. Our innovation has increased. There is an increased level of trust in management by the executive team.”

MISSY VANKLOMPENBERG
HR Manager

GREAT REWARDS WITH LONG-TERM WORKFORCE TRAINING

COMPANY PROFILE: Located in Walker, Mich., PiPP Mobile Storage Systems, Inc. (www.pippmobile.com) designs space-saving systems to meet customer storage needs. Founded in 1981, PiPP currently employs 100 people. In addition to the Walker facility, PiPP has a small assembly facility near Chicago. The Walker facility operation is led by Tom French, Director of Operations, and supported by Missy VanKlompberg, Human Resource Manager.

SITUATION: Understanding the importance of having consistent leadership throughout the organization, PiPP identified a need to train their supervisors. Because their supervisors were home-grown and did not have formal leadership training, there was a need for structured, principle-based leadership skills to be introduced.

SOLUTION: To accomplish their company goals, PiPP engaged with the Michigan Manufacturing Technology Center–West (The Center–West), initially sending employees to the Supervisor Leader User Group. PiPP has consistently enrolled employees in this user group since 2015.

Due to the long-term benefits they have seen from sending their management team through this user group, they have continued to send high-potential employees as well as recently promoted staff to this user group. This participation has led to the creation of a consistent leadership message throughout the organization. The investment in their workforce also has created a clearer succession plan within the organization and contributed to a culture of trust and increased employee satisfaction. Additionally, PiPP has seen increased innovation as Lean concepts have been implemented.

RESULTS:

- **Cost Savings:** \$100,000
- **Retained Sales:** \$750,000
- **Reduced Turnover Costs:** \$500,000
- **Investment in Workforce Practices:** \$10,000
- Culture Improvements due to increased trust of the leadership
- Improved productivity through consistency & improved relationships between supervisors & employees