

Your Resource Driving Manufacturing Innovation

**Accountability:
the state
of being
liable or
answerable**



Inside:

Manufatura Esbelta
(page 4)

Discrimination Claims
(page 5)

Lead Generation
(page 6)

Safety First
(Page 7)

John's

Corner



John W. Lloyd, President & CEO

Metrics, Money and Accountability

Here at MANTEC, accountability is a critical element of everything we do. Key metrics measure our accountability and drive our performance. I'm sure the same can be said about your organization.

In our organization we have worked very hard to create a positive, team oriented culture. As members of a team we feel a strong sense of accountability up, down and across our organization. We are all accountable to one another to perform at a high level. To gauge our performance we have metrics for the organization as a whole, for each department and for each individual staff member. Everyone has a clear line of sight on their respective performance.

Accountability goes well beyond the internal workings of MANTEC. We must answer to every client on every engagement we do. We strive to set realistic expectations at the beginning of each project, and then we measure our effectiveness at the project's conclusion.

Our federal funding agency is an arm of the U.S. Department of Commerce called the Manufacturing Extension Partnership (MEP), and MEP conducts a survey of each client to measure outcomes of our work. MANTEC performance is evaluated by the number of companies we serve and by what MEP refers to as "Impact." Impact is a broad term used to capture many factors including: sales growth and retention, employment growth and retention, cost savings, new investments and the avoidance of investments.

Each quarter we are benchmarked by this Impact data against the other 59 centers across the nation. I am pleased to report that we are consistently among the highest performing centers in the country. The competitive nature of our MANTEC team motivates us to succeed in every project with every client.

We also receive support from the Commonwealth of Pennsylvania and that support brings another layer of accountability. Each year we develop a detailed operating plan containing specific performance measures. We are evaluated on these metrics by the state, the federal government and our Board of Directors. Again, accountability drives performance.

It is important to note that for every project MANTEC does, the client company pays for the services provided. The public investment pays for our outreach to assess client needs, however the client always pays for the work performed. By making an investment of their dollars, the client has a strong incentive to help ensure a successful outcome and the desired ROI.

In today's environment of tight budgets we are particularly sensitive to the public investment in our mission. Two separate studies, one by the Nexus Group and the other by Deloitte Consulting, have proven that for every public dollar of investment, \$1.24 is returned to the Treasury. Our work with client companies brings growth in sales and employment as well as higher profitability. The result is that new taxes are generated. And by any measure a return of \$1.24 for each \$1.00 is an outstanding investment!

AROUND THE STATE

Staff Recognitions

At the 2009 Manufacturing Extension Partnership (MEP) National Conference, Leigh Ann Wilson received the MEP Newcomer of the Year award. Leigh Ann joined MANTEC in October 2007 as Marketing and Events Coordinator. Leigh Ann is the “go-to person” for all marketing and event initiatives and has been integral to the success of extending the MANTEC brand.

The award criterion were a commitment to the MEP mission and US manufacturing, exceeding expectations, contributions in her thoughts and ideas, and being employed by the MEP center for two years or less. Leigh Ann was nominated by John W. Lloyd, President and CEO and Carol Morton Tebo, Director of Operations.



(L-R) Roger Kilmer, Executive Director of MEP, Leigh Ann Wilson, John W. Lloyd and Carol Morton Tebo.

The York County Chamber of Commerce awarded Fred Botterbusch the Education and Workforce Advocate of the Year Award. The award is given each year to an individual dedicated to the support of education in our community and for championing opportunities for young people through education. Fred is the Business Growth Manager for MANTEC.



Fred's community leadership includes President of the Pennsylvania School Boards Association; Vice President of Dallastown Area School Board; Co-chair Metro York Local Tax Reform commission; 19th District Internship Association and Central Market House of York.

Holden Tours Bayer

In an effort to understand the ongoing needs of our area manufacturing base, MANTEC coordinated an opportunity for a small team to meet with the leadership at Bayer HealthCare in Myerstown. Congressman Tim Holden met with the Executive Management Team at Bayer to learn about their needs while touring their “world class” manufacturing facilities.

John W. Lloyd, President and CEO of MANTEC with Patrick Meese, District Manager of Lebanon & Northern Lancaster Counties led the team which consisted of Congressman Tim Holden and Matt Boyer, Office Manager of Congressman Holden's Office as they participated in Bayer's Executive Management Team overview, discussion, and plant tour.

The team met with John O'Neill, Vice President of Manufacturing Operations and his core team to discuss the economic impact in the region of having a “world class” manufacturer in this rural area. Bayer's plan for their future at the site was discussed in addition to their highly skilled employee base, impeccable safety record, and the high-wage jobs provided to the local community.



Mark Altman (left), Director of Operations at Bayer leads the tour for Congressman Tim Holden (center) and John W. Lloyd (right)

Next Generation Manufacturing Study

The survey results provide a valuable perspective for Pennsylvania manufacturers, the IRCs, economic development organizations, and state leaders who invest public resources to grow the Commonwealth. The most fundamental conclusion is that Pennsylvania manufacturers think the six strategies matter. High percentages of the respondent firms rated five strategies important to their success in the next five years:

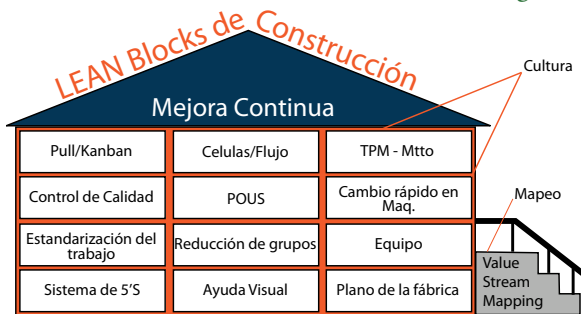
Customer-focused Innovation	86%
Superior Process Improvement	83%
Talent Acquisition, Development and Retention	80%
Extended Enterprise Management	65%
Global Engagement	47%

For detailed information visit:
www.mantec.org/NGMResults.cfm

LEAN = Manufactura Esbelta

LEAN= Eliminating Waste. In order to give all employees an overview of the LEAN principles, J.F. Rohrbaugh Company asked MANTEC to teach a course in Spanish. As a new request, it took a bit of research to accomplish this task. MANTEC worked with J.F. Rohrbaugh to develop the MANTEC Lite LEAN Enterprise Workshop Spanish handout materials.

Over the course of 2 days, 61 J.F. Rohrbaugh employees received basic training on LEAN Principles, 44 of these were in Spanish. Roberto Lepiz, an engineer, translated for the instructor, Mark Robertson. The program was a great success. A comment received on an evaluation form mentioned that the course was “really good because it gave us more ideas on how to do our jobs better.” If your organization is interested in LEAN training in Spanish please contact Mark Robertson at robertsonms@mantec.org



Value of LEAN Working Groups

LEAN does not end with one project or success. The principles and techniques of LEAN teach that you must continuously improve. In an effort to guide manufacturers on their journey the LEAN Working Groups provide a forum for manufacturers to help one another. Each session allows participants to discuss common or unique LEAN application experiences, develop new business alliances, share useful resources, and participate in LEAN Kaizen training events. Working Groups are held twice a quarter- one in the Hanover region, and the other in the eastern part of MANTEC's region and are hosted by a local manufacturer implementing LEAN at their facility.

Brian Cunningham of Scantron hosted a Working Group earlier this year. He reported that the LEAN principles allowed them to easily transition from Pearson to Scantron and move all the precision test printing to their location. In a year's time they doubled the output of the plant and added employees.

For information on the next LEAN Working Group please visit www.mantec.org/events.cfm View Process Improvement/LEAN events.

Congratulations to Industrial Harness for receiving their ISO 9001:2008 certification!

LEAN Graduates 2009

MANTEC continues to train the LEAN leaders of South Central PA manufacturers. 44 received their certification in 2009 for a total of 148 completing the program. This was also the first year for LEAN Champions with 5 graduates. Pictured are those at the June graduation.



LEAN → Champions

- Stefan Aberg**, D.L. Martin Co.
- Chad Enck**, Fenner Drives
- Bill Hoff**, Adhesives Research Inc.
- Gary Mills**
- Dave Wentz**, American Products, Inc

LEAN Certified

- James Allan**, Die-Tech, Inc.
- Fred Botterbusch**, MANTEC
- Roger Briggs**, FCI USA, Inc.
- Joshua Caplinger**, YC Precision Fabrication
- Gary Egolf**, MANTEC
- Kyle Gepfer**, BAE Systems
- John Gepfer**, BAE Systems
- Randy Gibble**, Fenner Drives
- Michael Kessinger**, Die-Tech, Inc.
- Larry Kropp**, Die-Tech, Inc.
- David Miller**, Tooling Dynamics LLC
- Steve Mong**, BAE Systems
- Andy Oskam**, Tech Cast, Inc.
- Thomas Ruffhead**, Fluid Conditioning Products, Inc.
- Craig Schriver**, PCI
- Frank Splawski**, Die-Tech, Inc.
- Rita Stoner**, Die-Tech, Inc.
- Scott Wert**, Wert Bookbinding, Inc.
- Ryan Wertz**, Die-Tech, Inc.
- Leigh Ann Wilson**, MANTEC
- Tim Wittlinger**, Fenner Drives
- John Zeppos**, Tech Cast, Inc.

Avoid Discrimination Claims with HR Assessments

Consider this hypothetical: a certified letter from Pennsylvania Human Relations Commission arrives at your business claiming your company has discriminated against an applicant. The applicant allegedly contacted you repeatedly for consideration of employment and has never received a notice of disposition of his/her application. Are you prepared to respond? Can you locate the application in question? What are your hiring qualifications? Do you have a process for tracking, retaining and communicating to applicants? As you begin to prepare for your defense you notice your employment application contains questions requiring disclosure of applicant's date of birth, physical limitations, criminal convictions (without job related necessity), and it lacks an anti-discrimination statement.

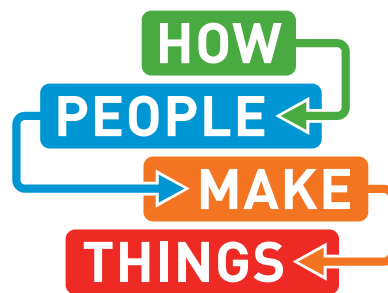
The EEOC issued its FY 2008 statistics and shows dramatic increases in claims. Specifically, a 28.7% increase in age charges and 27.6% increase in retaliation claims. Many experts opine the bad economic climate and poor job market conditions are significant factors contributing to those increases. But this should not diminish the fact the EEOC recouped some \$376M in monetary relief for discrimination victims.

Your company can significantly lower its risk for liability by conducting an HR Assessment. The Assessments is a thorough review of HR policies and practices coupled with an examination of critical HR program documents (application for employment, handbook, training records, etc.) to identify the areas of greatest concern for the organization. An HR Assessment just might have saved our hypothetical company a great deal of time and financial resources had the systems been in place at the time. Some debate may occur that the claim may not have ever been filed had the company followed a well-defined and consistent approach to dealing with applications. What do you think? And how much are you willing to risk to see if it can happen to you?

For more information on MANTEC's HR Assessment please contact Kent Keller at kent@mantec.org



For over 15 years Rob McIlvaine served MANTEC in the Workforce Development Center in a variety of capacities. He brought a tremendous wealth of knowledge and partnerships to the organization. We wish him luck as he charts a new path in life after MANTEC.



Inspired by the Mister Rogers' Factory Tours

A Special Thank You!

Thank you to the organizations that sponsored field trips for local students to attend the How People Make Things Exhibit at the Whitaker Center this past spring:

HACC, York Campus
Littlestown Foundry

Manufacturers' Association of South Central PA
Pennsylvania School Boards Association (Insurance Services)

HR for Hire

Who Can Benefit? Manufacturers lacking a professionally trained and dedicated HR staff will value the knowledge and experience of MANTEC's HR Professionals.

What Services are Available? MANTEC's HR Professionals are experienced in many facets of HR:

- Benefits
- Training/Development
- Recruitment/Retention
- Compensation/Recognition
- Safety
- Workers Compensation
- Management/Employee Relations

To learn more visit:

http://www.mantec.org/human_resources.cfm
or contact MANTEC at 717-843-5054.

Save the Date- 11/10/09 Employment Law Update

In partnership with Barley Snyder, LLC and the Chambersburg Chamber of Commerce, this workshop will bring the latest employment law developments to businesses and industries.

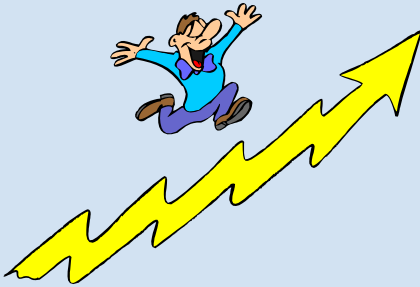
Topics for coverage include:

- ADA as Amended
- FMLA
- I-9 and Immigration document revisions
- Legal layoff landmines

More Information: www.mantec.org/events.cfm

Lead Generation for More Customers

Do you want more customers? In today's market it is not likely that customers are knocking down your door. You need to be more proactive and have a strategy to obtain new customers. Developing and implementing those strategies may be a stumbling block in which MANTEC can assist.



Sales and market development are key parts of the Business Growth Services MANTEC offers. A specific area of these services is lead generation. MANTEC defines lead generation as the process of finding a match between potential customers and

the manufacturer's service or product. It is not merely purchasing a list that meets defined criteria. MANTEC's customized lead generation program uses best practices to generate highly qualified leads for the client to turn into new customers, ultimately resulting in increased sales.

A number of MANTEC clients find great success with the lead generation program. David Schugt, President of Schugt Manufacturing, has worked with Synergistic Industry Relationships, Inc. (SIR) since the summer of 2007. David states, "the lead generation program through MANTEC and SIR has had a significant impact on Schugt Manufacturing. We receive qualified leads weekly that has grown our list of accounts. I highly recommend MANTEC and SIR to organizations looking for more customers."

Finding the qualified leads is only one piece of the puzzle. It is critical for the organization to establish a plan and tracking mechanism to manage the leads. Denny Cathcart of SIR believes "lead generation takes a special skill of conversational interviews to profile the ideal target customer and capture valuable information for the prospect database. A program that works will maximize time investment for the client to attend sales appointments instead of wasting time on cold calls. Ultimately those sales calls will turn into new customers and increased revenue."

There are other aspects of sales development to consider. Earlier this year MANTEC held the first Sales Expansion Forum in Lancaster. It was a great success and is being replicated this fall in Gettysburg. See the box to the right and the website for more information on this program.



Jump Starting Innovation

Research indicates that 9 out of 10 manufacturers need innovation to stay viable in today's global marketplace. Known as the "Truth Teller Judge" on the TV show American Inventor, Doug Hall is a true innovator. It is Doug's mission to transfer proven methodologies into a right sized approach for small and mid-sized manufacturers with the goal of creating and retaining jobs and increasing company growth.

On June 2nd, Doug Hall presented Profit 101: Protecting and Growing Profit Margins to South Central PA manufacturers. The program used an applied learning approach that allowed participants to leave the seminar with real ideas for growth. All learned that "If You're Not Unique, You Better Be Cheap!" and discovered ways to "Fail Fast, Fail Cheap & Get Smart!" [If you missed Doug's presentation MANTEC has customized training teaching his methodologies. Contact us at 717-843-5054.](#)

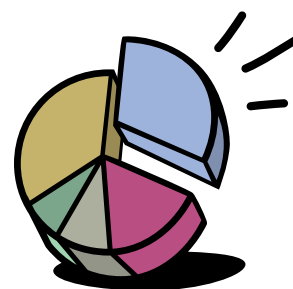


Doug Hall (center) guides Nathan Kauffman (left) and Chris Renner (right) of KRB Machinery on innovative thinking.

Sales EXPANSION Forum

4-Part Series

September 24, October 8 & 22, November 5



How to
increase
your piece of
the pie!

Details at www.mantec.org/events.cfm

Safety First

Effective workplace safety committees are a proven tool in reducing workplace injuries and illnesses, as well as producing significant savings to employers by reducing lost work time, eliminating or minimizing chemical use and disposal, and improving manufacturing processes.

MANTEC developed a program to help the small manufacturer who may not have available time or resources to take advantage of the Pennsylvania Safety First initiative by creating and certifying a safety committee. The MANTEC Health & Safety Committee Program is designed to be implemented through 1-hour monthly meetings during a period of approximately six months. This program is intended to assist and guide companies toward achieving a safer and healthier work environment.

Recently the Department of Labor and Industry certified the Workplace Safety Committees at Tech Cast, Inc. in Myerstown and AquaPhoenix Scientific, Inc. in Hanover. There are three business priorities at AquaPhoenix: Safety comes first followed by quality control and customer service. Bobbi Jo Rhodes is the Safety Committee Chairperson and commented that "Brad Kreidler at MANTEC was instrumental in helping us achieve our safety goals and raise safety awareness in the workplace."



For more information on the Health and Safety Committee program contact Brad Kreidler at 717-843-5054 x241 or visit www.mantec.org/health_safety_committee.cfm

Frank Lecrone, Owner of AquaPhoenix learns CPR as part of the Safety certification.

Strategies for Energy Management Success

Event details at:

www.mantec.org/Energy909.cfm

September 23, 2009

Program brought to you by:
YCEDC, MANTEC, MASCPA and
Hanover Chamber



AFS Energy is SHARP

AFS Energy Systems, Inc. received a very prestigious award from OSHA called the Safety and Health Achievement Recognition Program (SHARP). The SHARP award honors employers who operate their business with exemplary safety and health management practices. Only 31 Pennsylvania companies have received this award and AFS is the first in the Harrisburg area. Congratulations to AFS for this accomplishment!



Pictured are David Rhodes, Program Director for PA OSHA Consultation Program, Doug Fisher, COO for AFS Energy Systems, Sheryl Delozier, State Representative 88th District, Sandy Vito, PA Secretary for Labor and Industry, Pat Vance, State Senator 31st District and Mark McGahen, PA OSHA Consultation Program.

Smart Energy

MANTEC, PennTAP and the Lancaster County Workforce Investment Board presented Smart Energy Consumption in a Greening Business Environment. The focus of the event gave an encompassing overview of greening a business and saving on energy costs. Specific topics included energy assessments, energy aggregation and cutting costs of energy projects through state and federal programs.

Featured as the keynote address was Katherine Jennrich, Senior Manager of Energy Services, from Walmart Headquarters. She spoke about "The Business Case for Green, Sustainability and Energy Conservation." In the past five years Walmart made energy efficiency changes that amounted to over \$100 million in savings. *See the box to left for info on our next energy event.*

Katherine Jennrich speaks to the audience about energy improvement and cost savings at Walmart.





Your Resource Driving Manufacturing Innovation

227 West Market Street, PO Box 5046 York, PA 17405

888-843-5054 Fax 717-854-0087

Email- info@mantec.org

www.mantec.org

**a NIST | Network
MEP | Affiliate**

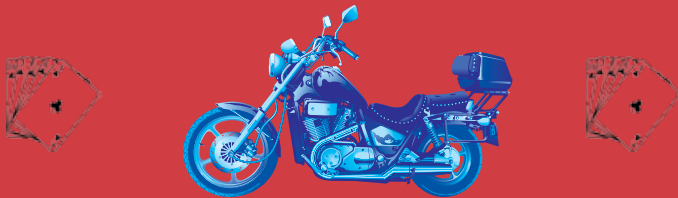
The Industrial Resource Center Network is supported by the Commonwealth of Pennsylvania through the Department of Community and Economic Development, Office of Policy and Technology.

Please Route To:

- CEO/President
- VP
- CFO
- MIS/IT
- Shop
- Purchasing
- Marketing
- HR

Non-Profit
Organization
U.S. Postage
PAID
York, PA 17405
Permit No. 242

MANTEC's Second Annual
Manufacturing Poker Run



Saturday, September 19, 2009

Employees, families, friends, and guests are welcome!

Visit www.mantec.org/events.cfm for details



"Bringing the World to You"

The World Trade Center of Central Pennsylvania is "Bringing the World to You" on September 14, when they host 24 of the Pennsylvania Overseas Trade Representatives at the HACC Gettysburg Campus in Gettysburg, PA.

Individual company appointments with any of the Pennsylvania Overseas Representatives will be scheduled throughout the day. For additional information about the event or to schedule appointments with any of the Representatives, please contact the WTC office at 717-843-1090.

DATE: September 14, 2009

TIME: 8:00 a.m. - 5:00 p.m.

**LOCATION: HACC Gettysburg Campus-
Gettysburg, PA**

www.wtccentralpa.org

China Operations

September 29, 2009



Is your firm already operating in
China or looking to start?

Meet with fellow manufacturers to share ideas, problems, concerns and risks of doing business with this global trading giant. World Trade Center will lead the discussion.

Visit www.mantec.org/events.cfm for details