



## A Client Interview with Mr. Harold Pechie, General Manager, Wise Business Forms, Inc., Portland Maine.

Wise Business Forms, Inc., was founded in 1969 in Butler, PA. Recognized as a visionary leader in short to medium-run printed products, Wise Business Forms has been instrumental in reshaping the independent forms industry. Their core business is focused on relationships with independent business forms distributors, tailoring their offerings to meet their unique needs. All the associates at Wise understand the importance of personalizing the customer experience and strive to meet and exceed their requirements.



Last year Wise Business Forms determined that in order to continue to grow, they must change the way they do business. Manufacturing practices for years had been a batch process resulting in long lead times, poor flexibility and un-necessary waste. The Lean production strategy was considered and determined to be a better fit. Lean is a journey in which inputs are organized more closely around processes and products made to order, resulting in smaller inventories, less waste and shorter lead times. A Governor's Training Initiative (GTI) grant that covered a percentage of the training costs for the first year of Lean helped start the transformation of their entire organization.

### **1. What productivity changes have you seen since starting your lean journey? How have these changes affected your associates?**

We focused our lean training on various production equipment and production areas. To date we have seen a marked improvement in our production efficiencies, quality and on time deliveries. Associate involvement is the key to the success of Kaizen and we have had outstanding participation from our workforce. Unequivocally, this continued improvement is critical to the plant's success and is required to retain and re-establish our strategic and long-term position within the New England States.

### **2. The State of Maine and Local Workforce Boards manage the Governor's Training Initiative grant. Can you describe your experiences of working with the State? And with the Local Workforce Board?**

The Local Workforce Board we worked with provided excellent information in regards to how the program works, as well as detailed information on the forms we were to complete. The state processing procedure is fairly quick and the reimbursement process is easy to manage as well.

### **3. How did The IM Group assist you in the process of obtaining a GTI grant?**

The IM Group led us through every step of the training grant process. They scheduled all informational exchange meetings with the local workforce board and were responsible for the formatting of all corporate training information for the state, as well as the completion of all training application forms required for this incentive program. The business approach the IM Group implemented in regards to coordinating and leading the project from start to finish was efficient and responsive throughout.

### **4. Previous to working with The IM Group did Wise Business Forms obtain government incentives? If not, why hadn't Wise Business Forms gone after government incentives?**

We did apply and received approval for a small training grant in 2004-2005, which was related to general customer service related training.