

JOHNSON PRECISION PRODUCTS Precisely Focused on Improvement



If you've ever used a can opener, you've probably encountered those annoying, jagged little pieces of metal remaining on the can. Imagine what those jagged pieces look like on aerospace equipment. Johnson Precision Products, founded 40 years ago, develops products to manage the deburring process. Deburring is the finishing process which removes ragged edges or shavings, called burrs, on metal after it has been machined through welding or molding. Based in Santa Ana, CA, the company's capabilities include turning, milling and deburring aerospace parts which range in dimension from the size of a fingernail to a coffee can.

In 2010, Johnson Precision Products was experiencing sales growth and began servicing more customers. While excited about growing, the increased demand was presenting the organization with some challenges. "It was becoming more difficult to sustain efficient processes while addressing our production levels," says Paul Cronin, President of Johnson Precision Products.



The company specifically was experiencing delays during their assembly procedures which were interrupting product flow. The delays, along with inefficient manufacturing processes, were impacting the quality of its products. "In order to retain sales and continue to grow, we needed to improve our manufacturing processes, more effectively manage demand and maintain the quality of our products," says Cronin.



Johnson Precision Products requested the help of California Manufacturing Technology Consulting® (CMTC) in January, 2010. Consultants analyzed the company's processes and obstacles and developed a strategic plan to make improvements and ensure growth. Over the next year and a half, CMTC conducted numerous projects with Johnson Precision Products including Blue Print Reading, CNC Training, Lean Process Training and a class on

Problem Solving. The Blue Print Reading and CNC Training educated employees on the most effective way to manage machinery during the production process. "This helped us more effectively lay out and utilize our machinery to create an efficient flow between production steps on the shop floor," says Cronin.

Lean Process Training and Problem Solving brought the employees of Johnson Precision together in a setting where they were presented with real world scenarios. The situations were designed so that the lessons could be related to the company's specific needs. The team worked through the problems together and then applied solutions to their office and shop floor.



CMTC finished its projects with Johnson Precision in June 2011. As a result, the company reported improvements in their processes and workforce effectiveness. "Our team implemented changes within our system which increased our workflow and overcame the delays which were impacting our productions levels. This increased client satisfaction," says Cronin.

"The entire team at CMTC did a wonderful job helping us increase efficiencies as our company grew. We plan to use CMTC again in the future to gain further insight from their expertise."

*-Paul Cronin
President*

The improvements allowed Johnson Precision Products to realize \$20,000 in cost savings which freed resources to invest in plant and equipment and workforce development initiatives. The improved processes also helped the organization better manage their demand while maintaining the quality of its products. This led to increased customer satisfaction, retaining an estimated \$150,000 in sales and two employees and the creation of a new position.

FEATURED CUSTOMER

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