

Fluid Conditioning Products Transformation: From Point Solutions to Holistic Approach

Real Results:

- Increased sales by \$70,000
- Retained \$35,000 in sales
- Added 1 job
- Increased productivity

Company Profile: Fluid Conditioning Products, Inc. is a well established business based in Lititz, PA, founded in 1943. The core business is the low volume manufacture of custom-designed, engineered filtration solutions for technically demanding aerospace and marine applications.

Situation: Fluid Conditioning Products (FCP) has worked successfully with MANTEC for years in a variety of point solution projects. MANTEC introduced the concept of the holistic approach to the organization called Business Transformation. FCP agreed that there was a need for regular and on-going executive level discussions regarding business strategy and best practices. The purpose is to stimulate and validate strategic and tactical business ideas to promote stability and growth for FCP.

Desired Results and Deliverables: FCP embraced the Business Transformation engagement with MANTEC. Business Transformation seeks to move an organization forward. As an eye opener and to be best prepared for their future FCP first engaged in a Strategic Planning Assessment and a Biz Scan Assessment. The Strategic Planning Assessment evaluates the firm's areas of highest need compared to the perceived ease of implementation. The Biz Scan Assessment is used to identify strengths and weaknesses within five business themes: Top Line, Bottom Line, Systems, People and Culture. They are evaluated and categorized as one of the following: ineffective, weakness, moderate or strength. The assessment will highlight areas of improvement to balance the organization. As part of the Business Transformation, senior leadership desired fresh insights and an experienced sounding board to validate business strategies prior to implementation.

End Results: The Business Transformation engagement allowed FCP to accelerate the decision making process necessary to position the company for future stability, growth and profits. The initial assessments set the path for the areas FCP needed to enhance. The Biz Scan Assessment determined there was a breakdown in communication between leadership, operations and scheduling. Staff was left confused on priorities. A new scheduling system was implemented so help eliminate the confusion. The new system also eliminated wasted time and effort, allowing FCP to save \$1000. FCP was also able to retain \$35,000 in sales. The Biz Scan also led to an Org Scan to fully assess the culture of FCP. The findings showed that cross training is important and a flexibility matrix was set up for the skills needed in each department. Staff are now able to move into other departments as demands increase, allowing productivity to increase by 2%. Staff also requested the return of the formal performance review system. The Strategic Planning Assessment highlighted a need for FCP to assess their current customers and develop new commercial markets. Analyzing their customers for those that give higher profit margins allowed FCP to increase sales by \$70,000 and add 1 new job. Their reliance on the Department of Defense as a customer leaves the organization vulnerable to the variability of government contracts. As the transformation into a smooth running organization continues, FCP will be well positioned to pursue the new markets.

"The MANTEC Business Transformation Process is moving Fluid Conditioning Products to the next level. We determined the highest priority organizational improvements and quickly implemented them to achieve our strategic goals. FCP is in a more competitive position for our industry and provides the level of professionalism that our customers expect." ~Susan Niggel, President, Fluid Conditioning Products, Inc.