

**Case Study:****Plastics Association – Strategy, Operations Assessments, Performance Improvement**Situation

- Manufacturers Association of Plastics Processors (MAPP) association represents over 250 plastics processors
- The organization developed a performance improvement program that includes operational assessment, benchmarking and the development of programs to solve common manufacturing problems
- MAPP partnered with Harbour Results Inc. to implement association recommendations for companies, as outlined in assessment process

Goal

- To drive improvement across all MAPP manufacturers

Role

- Conduct two-day complete business assessment of association members utilizing a standardized assessment process
- Provide detailed report to company including observations, recommendations and focused areas for improvement
- Deliver a final written report utilizing the standardized process

Approach

- Individually assess interested companies
- Provide a detailed roadmap to all the companies for performance improvement
- Regularly provide benchmarking and expert presentations to association and share results

Results**Overall results:**

- **Assessed over 60 processors since 2007**
- **Harbour Results Inc. hired by 80% of the companies to assist in the implementation of recommendations**
- **Harbour Results now responsible for planning the content of the annual MAPP Benchmarking conference**
- **Several member companies have seen throughput improvements of greater than 50% and profitability improvement of greater than 10% as a result of working with the Harbour Results team in their facilities**