

Picking Area Error Reduction Efforts Successful at Diamondback Automotive Accessories

written by Lauri Moon | April 28, 2022



Diamondback Automotive Accessories, located in Philipsburg, PA with 117 employees, manufactures load-bearing pick-up truck covers and accessories used primarily by outdoor enthusiasts.

Diamondback continues at a rapid growth rate at their Phillipsburg facility, experiencing 25% growth in 2020, followed by 45% growth in 2021. As the company enjoys rapid growth, it also experienced an increase in customer complaints. The main reason for the customer dissatisfaction was errors in picking the right parts to be shipped along with the truck cover. As a percentage of orders, greater than 2% contained picking errors.

IMC's Continuous Improvement Expert, Jeff Kopenitz, facilitated a dedicated team of Diamondback employees to focus on the errors in the picking areas. Over the course of eight days of on-site facilitation plus off-site coaching, Jeff guided the team through various Lean tools such as A3 thinking, PDCA cycles, DMAIC projects, FEMAs and Coaching Katas.

As a result of these efforts, manufacturing communications were improved, key parts visualization was enhanced using shadow boards, labelling was enhanced, equipment such as scales were deployed, and processes were changed and improved. In one year, the picking errors percentage has dropped from 2.29% to 1.29%. Diamondback is well on their way to achieving their next target goal of less than 1% picking errors.

"The results of this project far exceeded my expectations. Every minute and every dollar spent with IMC has resulted in tremendous returns. With IMC's help, we are achieving our mission of being a company that people love to buy from." Gerald

Central Susquehanna What's So Cool About About Manufacturing? Award Winners Announced

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The What's So Cool About Manufacturing? program is a video based educational tool that increases awareness of career paths in manufacturing. This innovative career awareness program is "peer marketing" - kids telling kids what's so cool about manufacturing and manufacturing careers.

This contest gives students the opportunity to connect with local manufacturers, document their experiences and present them in an educational and "cool" way. The contest was created to generate excitement that draws students towards manufacturing career paths, and CTE and STEM education. The Central Susquehanna WSCM contest is made possible by the Innovative Manufacturers' Center (IMC), The Foundation of the Columbia Montour Chamber of Commerce, Advance Central PA, Central Susquehanna Intermediate Unit (CSIU) and BLaST Intermediate Unit.

This year's Central Susquehanna contest featured schools from Columbia, Lycoming, Montour, Northumberland, Snyder, and Union counties and the following manufacturers:

- BrightFarms
- Girton Manufacturing Co., Inc.
- Kawneer
- Playworld Systems, Inc.

- PMF Industries, Inc.
- Ralph S. Alberts Co., Inc.
- Strong Industries, Inc.

AND the Awards go to! (click here to view all the videos)

- **Outstanding Overall Program:** Selinsgrove Middle School/Bright Farms
- **Viewer's Choice:** Selinsgrove Middle School/Bright Farms
- **Outstanding Team Spirit:** Danville Middle School/Strong Industries, Inc.
- **Outstanding Brand Placement:** Lewisburg Donald H. Eichhorn Middle School/Playworld Systems, Inc.

Two district and manufacturer partners will also be moving on to the statewide competition May 18th in Harrisburg: Selinsgrove Middle School/Bright Farms and Central Columbia Middle School/Kawneer.

CONGRATULATIONS to all!



Central Columbia Middle
School/Kawneer



Danville Middle School/Strong Industries, Inc.



Lewisburg Donald H. Eichhorn Middle School/Playworld Systems,

Inc.



Selinsgrove Middle School/Bright Farms

New Employment Opportunity - IMC Accepting Applications for Manufacturing Business Advisor

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Due to an upcoming retirement, IMC is searching for a full-time Manufacturing Business Advisor. The successful candidate will be responsible for:

Join our team

- Outreach and Relationship Development with Central PA manufacturers and

partners

- Client Interface and Project Management
- Special Program/Project Management as needed

IMC is a non-profit organization providing consulting and technical assistance services to small and mid-sized manufacturers throughout a 12-county region in Central Pennsylvania and is supported by state, federal and private funding. The ideal candidate will possess a bachelor's degree in a business or technical field or an appropriate combination of both education and experience, and a minimum of three years' experience with a technology oriented non-profit or manufacturing business.

To apply for this exciting position, Candidates should submit their resume, letter of interest and references to: HR Manager, IMC, One College Avenue, Dept 32, Williamsport, PA 17701 or email careers@imcpa.com. For a detailed job description or questions, email careers@imcpa.com.

This position will be open until a qualified candidate is hired. IMC is an equal opportunity employer.

BA Job Ad