

For Immediate Release

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For More Information Contact:

Zenagui Brahim
President, NH MEP
603-226-3200

**Creating Better Value for Their Customer is Paramount
for Printed Circuit Board Assembly Manufacturer**

Providing Quality Products, Practicing Continuous Improvement and Eliminating Waste Leads to Increased Sales

Merrimack NH – Soon after Rick Pelletier, Executive Vice President came on board at Circuit Technology Incorporated (a.k.a. “Cirtech”), he noticed something. “Service and flexibility had to get more organized and quicker,” said Pelletier. “It was our front end process that really needed to be streamlined.”

Cirtech employs 60 at their company owned 17,000 square foot facility in Merrimack, NH. They specialize in the production of rigid, rigid-flex and flex printed circuit board assemblies and box build assemblies. Serving such demanding markets as energy, communications, defense and homeland security, aerospace, medical devices, and prosumer products Rick realized, “Things had to get done quickly from initial quote to finished product.” He saw the front end as having bottlenecks and this was causing him frustration.

Cirtech turned to NH MEP for assistance and training in Lean manufacturing to eliminate the chaos, streamline processes, and be able to react quicker to customer demands. Starting with the Principles of Lean Manufacturing workshop participants learned Lean concepts with four separate factory simulations. Next they created and implemented a Value Stream Map to identify how the manufacturing process will operate at an optimum state. Finally they learned the Fundamentals of Kaizen (improvement events) in order to lead their own future continuous improvement initiatives.

The NH MEP Lean training enabled Cirtech to incorporate Lean in all of their processes. It provided them with the experience they needed to increase the skill level of their workforce. They created an entire business environment based on continuous improvement principles.

“One of the main benefits of the lean training and implementation was we went from 2 weeks to quote and now down to less than a week,” said Pelletier. He adds, “The driving force behind Cirtech’s Lean Manufacturing is to provide quality products while practicing continuous improvement and eliminate waste.” By using the knowledge from their team of professionals, they can now solve complex problems and implement new ideas quickly. “The work environment is much better now. It’s an environment where people want to work and management is there to make their jobs easier,” said Pelletier.

“NH MEP exceeded our expectations through great flexibility in their scheduling of our training and the very hands-on approach with our teams,” said Pelletier. “Through our Lean journey with NH MEP, we have become much better in meeting our demanding customer needs and as an industry leader in our market space.”

“Cirtech’s leadership is committed to change for the better. Cirtech’s team was able to create a culture of continuous improvement and position the organization as a leader in a demanding marketplace,” said Zenagui Brahim, President of NH MEP, “It was a pleasure working with Rick and his team.”

About NH MEP

The NH MEP is an affiliate of the National Institute of Standards and Technology (NIST) under the U.S. Department of Commerce. The national MEP system is a network of manufacturing extension centers that provide business and technical assistance to smaller manufacturers in all 50 states, the District of Columbia and Puerto Rico. Through MEP, manufacturers have access to more than 2,000 manufacturing and business “coaches” whose job is to help firms make changes that lead to greater productivity, increased profits and enhanced global competitiveness. For information on the MEP Lean Energy and Environment program, please visit www.nhmp.org, or phone 1-603-226-3200.

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