

ACHIEVEMENTS

EFI Electronics began the LEAN journey in 2003 and has seen significant improvements in every aspect of the business, including: Sales, Marketing, Engineering, Operations, Finance, IT and Human Resources. Many achievements are listed below, but the most significant are in the transformation of people. EFI has enjoyed a positive shift to a can-do attitude in delivering an improved internal and external customer experience.

Quality

- 525% reduction in Field Failure Rate (FFR) over a 6 year period
- 355 % scrap reduction over a 6 year period
- 20% improvement of Customer Acceptance Audits
- Overall internal Plant Failure Rate from 4 sigma to 5 Sigma – Driving to 6 Sigma
- ISO9001:2008

Cost

- 56% in Days of Inventory
- 212% improvement in Labor Productivity
- 28% improvement in capital utilization
- Capacity – Able to manage 4 times the growth with 73% of the original floor space. No need for a second shift with minimal OT
- Significant improvements in Operating Earnings and Contribution Margins

Delivery

- On-time-delivery improved from 90.5% in 2002 to 99.9% in 2008
- 262% reduction in Total Lead Time from 2002

Health, Safety & Environmental

- ISO14001:2004
- OSHA18001Compliant
- Significant reductions and improvements in impactful materials
- Maintain CESQG status with 4X the growth
- CPR certification
- Stretch exercises– reducing health costs & related incidents
- Healthy lifestyle programs

PEOPLE

EFI Electronics places significant emphasis on the quality, character and engagement of employees. The quest to build effective teams and talent is managed through assessments, gap analysis, ABC planning and even through removing difficult employees or “Change Terrorists” to maintain team morale and effectiveness.

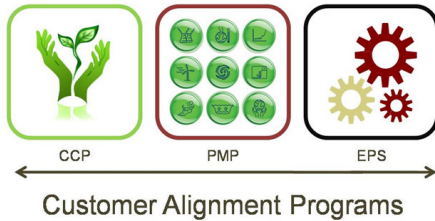
The success of the LEAN journey is directly related to the cultural transformation that has built an environment which embraces continuous improvement and the identification and removal of waste.

Captured idea generation and action plans are a critical part of the overall LEAN roadmap which drives improvement at all levels and areas of the company. EFI’s program called “Bright Ideas” governs a number of smaller programs that encourages and recognizes employees for their contributions to the overall improvement of the company.

Communication and policy deployment has also vastly improved employee’s understanding of company missions and objectives. EFI has employed a number of communication methods which cascade information throughout the organization: – including a unique and dynamic Communication Center where information is transferred informally and formally.

PROCESS

EFI is constantly focused on delivering exceptional quality and service to customers through a Customer Alignment Program (CAP) consisting of three principle areas of focus:



1. Customer Care Program (CCP)
2. Product Management Process (PMP)
3. EFI Production System (EPS)

Using the voice of the customer through various feedback mechanisms, EFI works to deliver value through continuous improvement within the three areas of CAP, as well as the interface between the programs. EFI recognizes the importance of the value stream throughout the organization as a critical enabler of delivering customer value and satisfaction.

PRODUCTS

EFI communicates the mission “Protecting the New Electric World” through the use of power quality products known as SPD (Surge Protective Devices). EFI designs and manufactures a wide variety of Surge Protective Devices that are used to protect the entire power system of a residential, commercial or industrial building from the damaging effects of power surges.

Products are designed to meet or exceed regulatory and customer requirements and are sold through various distribution channels, brand label agreements and an interactive web-store. With 26 unique product families and several private label partners, EFI manages over 4,000 top level catalog numbers in a low volume-high mix model.

FACILITY

EFI operates in a 56,000sq-ft facility located 5 minutes south of the Salt Lake International Airport. Sales, Marketing, Engineering, Operations and Finance are all housed within this facility, while maintaining a sales and distribution office in Barcelona Spain. EFI is actively involved in global Schneider Electric activities in China and France.

Within the facility, EFI manages a complete training center where customers, distributors, installers and facility managers visit to learn about products and get hands-on experience. Additionally, EFI boasts an ISO / UL certified lab complete with a lightning generator capable of doing destructive and agency testing based on the various surge and fault current requirements of various regulatory agencies

The plant runs on a single shift and utilizes the EFI Production System (EPS) to deliver quality products on-time, while using the principles of LEAN to continue to add value to all operational stakeholders.

CORPORATION

Enjoying 30 years of business success and continuous improvement, EFI Electronics has grown to be the market share leader in the NEMA surge protection market.* Being a wholly owned subsidiary of Schneider Electric (Square D), EFI has access to global resources covering over 120,000 employees in more than 130 countries.

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*Venture Development Corporation, 2008 Power Protection: Global Market Demand Analysis