

## COMPANY PROFILE

Ward Manufacturing, Inc. is a maker of pipe fittings including flanges, pipe unions, plugs and bushings. Founded in 1924, Ward has grown to become an important factor in the American pipe fittings industry. In 1990, Ward became a subsidiary of Hitachi's metal unit when WARDFLEX was added to their product offering. WARDFLEX is a gas piping system that offers flexible pipe as an alternative to traditional steel in transporting fuel gases. In 2006 Ward Manufacturing again expanded its line of products when it acquired rival Wisconsin Nipple and Fitting Corporation. Today, Ward Manufacturing sells its products to a network of more than 600 wholesalers throughout North America.

## SITUATION

Ward Manufacturing, Inc. is continually looking at opportunities to diversify into different product lines for each of their facilities. To sustain their growth, Ward's leadership recognized that implementing Six Sigma training would enhance their organization's efficiency and profits by improving their product and service quality and dramatically reduce failure rates.

## SOLUTION

NNEPIRC provided Six Sigma Green Belt training to several of Ward Manufacturing's employees, which included hands-on training to learn how to identify improvements in management; processes; service delivery; design, production; and customer service. The data captured provided input for the customized development of action plans to make improvements, increase efficiency and enact positive change.

**RESULTS** // Reduction in cycle time of 10%, Retention of 7 jobs.

## TESTIMONIAL

“The training provided us with the tools to better perform our tasks. Statistics and Minitab have become valuable in analyzing our processes to make improvements that decrease cycle time and reduce costs as well as scrap. An additional benefit has been that 12 employees from a variety of disciplines have worked together and have continued to do so after the training sessions were completed.”

- James Belawski, Manager, Quality Assurance  
Ward Manufacturing, LLC, Blossburg, Pennsylvania

