



IC Group retained \$1.9 million in sales by implementing lean concepts

Founded in 1982, IC Group has grown to become one of the largest and most dynamic privately-owned providers of marketing solutions in the intermountain west, currently employing 150 team members at their 55,000 square foot facility in Salt Lake City.

Project scope: IC Group wanted to improve their overall quality, delivery and costs by utilizing Lean concepts.

Solution: With the assistance of the University of Utah Manufacturing Extension Partnership (UUMEP) Center, lean coaching was implemented to address these issues.

Results: Through lean coaching on root cause analysis tools, IC Group was able to address a quality issue related to their press maintenance. This included improvements to their press maintenance procedures, standard operating procedures, quality inspection and visual instructions, thereby eliminating the causes of inferior print quality.

Impact: Ensuring their training, procedures and instructions were up-to-date and standardized will save IC Group \$46,646 in future cost-avoidance related to this specific quality issue.

Client testimonial:

“We were looking to implement a culture change within the company and needed a leader to help drive that change through lean. For the past five months, I have been working with the UUMEP Center, and through their mentorship, we have seen a dramatic change within the company. We have opened up space and implemented Kaizen events that reduced waste and inventory. We have also happily noted changes in our company culture; improved employee attitudes and a complete buy-in with the changes that have been put in place.”



Mike Neutboom,
Lean Director,
IC Group