

Accutron, Inc. Reports Record High Sales with Growth Strategy



Background

Accutron was founded in 1989 in Bloomfield, CT. Since its inception 25 years ago, Accutron has become a Northeast leader in contract manufacturing of electronic printed circuit board assemblies. Services range from engineering, testing, and materials management to Box Builds, Thru-hole and SMT assembly in the automotive, medical aerospace, instrumentation, nuclear and telecommunication & consumer electronics industries. The company, which is now located in a 55,000 square foot facility in Windsor, CT, employs 130 staff and has sales in excess of \$25 million. Accutron holds several certifications, and is a certified minority owned supplier. The company is committed to satisfying customers by providing quality products in a timely manner; complying with environmental and regulatory obligations through processes to reduce emissions, waste, and energy consumption; and continually improving Quality Management Systems.

Situation

Accutron was in need of a growth strategy to increase business and achieve sales targets without adding headcount. CONNSTEP developed a sales growth strategy that helped Accutron streamline their quote to manufacturing release of a work order process. By improving process efficiencies, lead time was reduced which resulted in increased levels of business with a key customer. New business quoting also began to experience higher win ratios as a result of the company's process improvements.

Solution

CONNSTEP assisted Accutron in identifying, recommending and implementing process improvements in its business. Of particular significance was the considerable reduction of motion waste this

Results for Accutron:

- \$26M retained and new sales
- Processed orders up to 60%
- Lead time reduced by 88%



Based on our improved efficiencies and lead time reduction, we were able to secure more business, from an existing customer that was formerly going to our competition. We also saw our win ratio increase for quoting new business with new customers. We believe this was based on both the response time to quote and our newly reduced lead times. We feel this enabled us to set ourselves apart from our competition.

James Foss
Inside Sales Manager
Accutron, Inc., Windsor, CT



800.266.6672 | www.connstep.org

project produced, helping to reduce lead times. A new multi-part system for setting up new job orders and contributed to increased production rates.

- CONNSTEP created a new product purchasing process for Accutron. Now the company reviews the Bill of Material within the first two days to identify any issues with parts. Now they can take action right away when problems are spotted. This contributed to an 88% reduction in lead time.
- Engineering made changes to the Stencil and Next process that eliminated delays in processing orders to create needed tooling and software for the floor.
- To eliminate delay in finding pertinent customer communications, a team effort created standard methods for naming and saving files. Training in the new standards was held to ensure that everyone on the team was educated in the new process.
- Customer Service developed an enhanced Customer Profile process, creating check sheets for staff to ensure that processes are correctly followed. This new process eliminates the need to call customers back for clarification once orders are taken.

As a result of the partnering with CONNSTEP, Accutron reported a record high sales increase. Process efficiencies enabled the company to manage increased demand without the added costs of hiring additional customer service staff. By stripping wastes out of the company's non-value added activities and reducing lead time significantly, Accutron enhanced its ability to provide better service and on-time delivery to all customers. This helped the distinguish their company's value in the marketplace. Accutron realized a \$26 million dollar impact in retained and new sales in the aerospace, defense and medical industries.



800.266.6672 | www.connstep.org



CONNSTEP, Inc. is a consulting firm strategically helping companies in Connecticut to grow their businesses and improve operational methodologies, leading to increased profitability, improved efficiencies, and creating sustainable competitive advantages in the marketplace.