

IT ALL STARTS UPSTREAM - REFINING PECZUH PRINTING REQUEST FOR QUOTE PROCESS

ABOUT PECZUH PRINTING. Peczuh Printing, a multi-generational family-owned business with three production facilities, delivers its passion for printing in Utah and Colorado. They have a passion for print: its ability to communicate, move, and live a good long life. They respect the power of print and mind every detail to perfection.

THE CHALLENGE. The company suffered from inaccurate information and specifications from the RFQ (request for quote) process from the sales to the estimating teams, which led to waste, variation, and overburdening. Peczuh Printing reached out to the Utah Manufacturers Association to help improve their RFQ process, which would in turn increase their on-time delivery.

MEP CENTER'S ROLE. Utah Manufacturers Association, a sub-recipient of the UUMEP Center and UIRA Partner as well as part of the MEP National Network™, worked with a cross-functional team made up of sales, estimators, planners, and operations team members led by Daniel Peczuh. The team used value stream mapping to understand their current state and identify the pain points and problems associated with it. Next, they devised a plan to collect data on the types of problems causing problems in the RFQ process and found that they had a wide variation in the ways the requests were sent to the estimators/planners. For example, only about 52 percent of the quotes were processed using the company's RFQ tool. Many didn't want to use the current system due to perceived problems. The cross-functional team developed a proposed improvement plan. After receiving feedback, they redesigned the input method.

"Helping to improve Peczuh Printing's RFQ tool made a substantial impact on our daily work. We continue to rely on the Utah Manufacturers Association to improve our operations."

-Frank Peczuh, President

RESULTS



34.4% increase in overall accuracy on RFQs, from 74% to 99.5%



92.3% improvement in usage of the RFQ tool, from 52% to 100%



420% overall return on investment on project over 12 months

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