

At Control Instruments Corporation, we design and manufacture gas analyzers to measure flammable gases for many different industrial processes worldwide. With the help of Dom Luzi, we have made a quantum leap in the value we deliver to our customers and the profitability enjoyed by the company.

Dom provided education and insight. Quickly, he triggered a company-wide transformation of our processes and our thinking to reduce waste, raise accuracy, shorten lead times, and increase value-added. Inventory turns increased from 2 up to 9. Material used as percent of sales fell below 20% from 25%. Delivery to customer request is now measured to the day and runs in the high 90's.¹ Rejects, returns, and scrap are negligible. When a problem arises, it is already being solved.

Dom is adept at technical issues. More importantly, he processes a keen insight into human nature. He can evaluate a complex process and, without hesitation, see paths to improvements. These skills were transferred to us, and we retained them. They have served us well though many different business cycles, especially this current one. There is certainly no better measure of our continuing progress than the steady rise of earnings and return on investment.

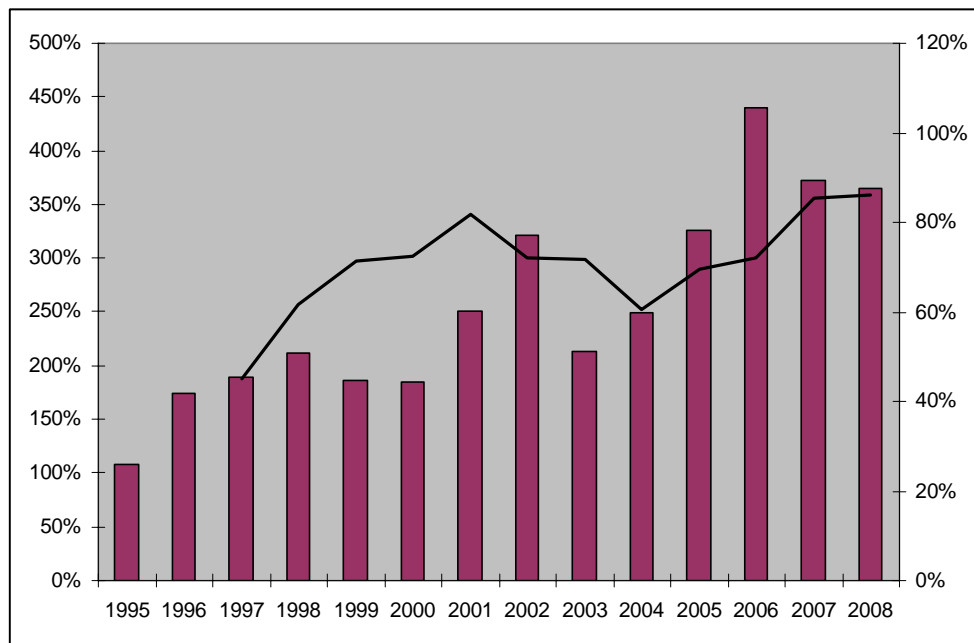


Fig. 1 – Increase in EBITDA (bars, left axis) and ROI (line, right axis) from project inception

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¹ “Performance Measurement Drives Enterprise Integration” Industrial Engineering IIE Solutions, March 1996 (ISSN 1085-1259).