



CLIENT SPOTLIGHT:

DETROIT THERMAL

SYSTEMS

MICHIGAN

MANUFACTURING

TECHNOLOGY

CENTER

“The training we received was great for some, and a refresher for others. Many finished the classes enthused and had a desire for more training. The information was presented in a way that everyone could participate and learn from the activities.”

DEB ADAMS
Quality Engineer

ATTRACTING AND RETAINING WORKERS WITH STRATEGIC TRAINING

COMPANY PROFILE: Detroit Thermal Systems (detroitthermalsystems.com) is a leading minority-owned company in the automotive industry. Since it was established in 2012, DTS has been committed to developing and manufacturing high quality climate control systems and components. They utilize state-of-the-art technology and proven manufacturing methods to produce automotive heating, ventilation and air conditioning (HVAC) systems. DTS employs 700 at their Romulus, Mich., facility.

SITUATION: DTS has experienced great growth in recent years. As a result, they realized they needed to invest in their team in order to retain existing employees and attract new workers to keep up with demand. DTS worked with the Michigan Manufacturing Technology Center (The Center) to develop a strategic training plan focused on quality.

SOLUTION: As part of their strategic training plan, DTS identified a need for Layered Process Audit (LPA) training and 8D Problem Solving. Since they are an automotive manufacturer supplying to Ford Motor Company, and the use of 8D is a global mandate, DTS needed to train workers in this method of problem solving. LPAs were a necessity as well, as these could be used to control any changes that arise from the 8D actions and audits. More than 20 employees, most from the quality team, attended training in both areas from The Center.

Following this training, more than a dozen employees attended The Center’s IATF 16949 Internal Auditor training in order to prepare for their upcoming audit and ensure there would be no major findings.

RESULTS:

- New Investment: \$181,700
- Retained Sales: \$5,000,000
- Cost Savings: \$20,000