



KY MANUFACTURING
EXTENSION PARTNERSHIP

Success Story: Tactical Gear Junkie

Executive Coaching & Leadership Development

COMPANY PROFILE

Based in Winchester, Tactical Gear Junkie uses state of the art embroidery and printing equipment to produce patches, apparel, caps, and accessories. Their design and production talents, along with world-class quality products, has led to an increased demand in embroidered patches and printed goods for the military, police and the general public.



SITUATION

Rapid growth over two years was stressing their ability to manage operations. The President and Co-President even joined the staff on the production floor working long hours to complete orders. Turnover was high, work quality was inconsistent and production bottlenecks resulted in delays and frustration.

KY-MEP's SOLUTION

Tactical Gear Junkie initially contracted with the KY-MEP to provide executive coaching. As the coaching process unfolded, additional expertise was brought in to support human resources, leadership and manufacturing optimization. The KY-MEP working in tandem with employees identified and addressed multiple "growing pains". The results have been dramatic. Labor turnover has been significantly reduced and employee satisfaction and engagement has improved as the workforce has taken ownership of their team roles. Production delays have been significantly reduced and the President and Co-President are now focusing the majority of their time running the business rather than working in the business.

"The KY-MEP has been an immense help for the growth of our business. We have implemented new techniques, strategies and policies to make life less stressful. They have a full spectrum of trusted advisors that we can lean on for advice." - Lillian Gorman, Owner, Tactical Gear Junkie

RESULTS

8
Employees
trained in
communication
and problem-
solving skills

50%
Reduction in
employee
turnover

Kentucky MEP provides high-value solutions, helping businesses maximize their success by increasing profits, reducing costs, and helping leaders lead people to manage processes.

Industry Leaders, Leading Industry

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KY-MEP can have success with your team, too. Call us today!