



August 19th, 2019

COMPANY: LAKESIDE SPRING LLC
2615 Temple Street
Muskegon, MI 49444

SUCCESS STORY TITLE: Continued Education with Positive Progress

To Whom it May Concern:

Lakeside Spring is not as technologically advanced as we would like to be. Our leadership skills and ability to apply ISO9001:2015 in a value added manner are not as effective as they could be. We expect as a result of this training, we will be able to retain our current customer base and add and service additional clients which will aid in adding more skilled job opportunities in our community.

From the training provided, Lakeside Spring has effectively changed and upgraded some of our processes to supply better quantity outputs with higher quality standards. With the implementation of a whiteboard, we have increased our transparency of what jobs are in process with due dates, so that everyone in the company can monitor progress. Individuals are more accountable knowing what projects are in process and communication flow has increased dramatically. We have become more proactive in our processes, which has reduced the occasional "reactive" problems that sometimes arise in manufacturing.

Knowing we are in the beginning stages of ongoing positive transformation due to our training, the beneficial changes are already quite apparent with process flow and communication. Our president Jake Veltman notes: "Due to the opportunities and grant provided by Michigan Works along with the help from their key staff members, we have begun a constructive and positive change in our culture which we plan to continue from this point forward. Although we have a lot of continued work to do, it's an exciting start to new opportunities."

We had multiple challenges especially in defining processes and best practices that we were either not aware of, or not currently implementing. We've already noticed a change in select part production processes which boasts an increase in profit margins. Some of our management processes were not at optimum performance levels and we continue to learn and tweak those too. Future training and grant opportunities are exciting to pursue for the continued success of Lakeside Spring. Thank you to all at Michigan Works and the Going Pro Talent Fund for the opportunities provided to companies like ours!

A handwritten signature in black ink, reading 'Jacob Veltman III', is written over a horizontal line.

Jacob Veltman III - President