



NPR OF AMERICA, INC

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RE: Success Story

To whom it may concern,

This letter has been prepared by NPR of America (NPR) as a success story for the acceptance of the Going Pro Talent Fund award. We strongly value our local workforce and how important it is to keep local talent on the NPR team. This fund has helped NPR assist in training and retraining of current and newly hired employees and further develop processes. We at NPR of America are motivated to close the skills gap and build a strong manufacturing team.

NPR of America is a Japanese based subsidiary manufacturing Valve Seat Inserts in Grand Haven since 2006 for major automotive manufacturers worldwide. NPR of America employs 76 people in the Grand Haven, MI plant location. The manufacturing processes utilized in Grand Haven have been developed using a Quality Management System (QMS) dating back to the origins of ISO 9001 and TS 16949. NPR completed the International Automotive Task Force (IATF) transition from TS in 2017 and successfully completed one surveillance audit in 2018. NPR also has to be compliant with the German Automotive Body (GAB) and uphold the most stringent VDA 6.3 regulations as a Tier 1 Volkswagen supplier.

In efforts to improve our knowledge base and further develop our management systems, NPR used the Going Pro Talent Fund in cooperation with the local consulting, *Superior Systems Management*. Together, NPR was able to complete IATF and ISO 14001 Environmental Management System (EMS) leadership training. NPR also completed internal IATF, VDA 6.3 Process Audit and ISO 14001 internal audits. As a result of the internal audits, NPR has begun to implement countermeasures to streamline processes (e.g. adding procedure check-sheets into the PLEX ERP system which leads to efficient analysis, archiving, and the reduction of paper use and its impact on the environment.)

Having established systems in place proposes challenges and adversity with attempting to demonstrate future efficiencies. The Going Pro Talent Fund helped NPR overcome these internal obstacles with the support of a local consulting company. As a result of our implementations, NPR boosts a more knowledgeable leadership team and a more robust Quality and Environmental Management and Internal Audit systems. Your generous support was greatly appreciated and has helped NPR retain a talented workforce and further establish ourselves as an important presence in the local community.

Sincerely,

NPR of America Team



The NPR of America leadership team seen above during an ISO 14001 Environmental Management System training session with Superior Systems Management.

