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## Lean 2.0 Journey Highlighted in Bison Gear Video

Manufacturing scalability while maintaining customer satisfaction goals featured in new online video.

St. Charles, IL - September 10, 2009 - Rapid growth raises the specter of manufacturing scalability which, if not properly addressed, can quickly negate top line successes. A new online video highlights this challenge and how [Bison Gear & Engineering Corp.](http://www.bisongear.com) responded to it to ensure that desired customer satisfaction metrics were achieved.



In the video, the gearmotor manufacturer's executive vice president, George Thomas, comments on Bison's "Lean 2.0" journey, which includes integration of demand planning and master scheduling to achieve level loading of the Illinois manufacturer's increased production capacity. "At Bison, PRIDE means People Relentless in Delivering Excellence. To ensure customers receive that excellence, Bison developed a three-element PRIDE rating to measure customer satisfaction," said Thomas. "We're focused not only on overall on-time delivery percentage, but also the customer-centric metrics of change order acceptance rate and product approval rating in the field."

The three minute video, titled "Changes in Manufacturing Raise the Bar", can be viewed at [BisonGear.com](http://www.BisonGear.com).

### About Bison Gear & Engineering Corp.

Founded in 1960, Bison Gear & Engineering Corp. designs and manufactures fractional horsepower electric motors, gearmotors and gear reducers used in industrial and commercial OEM applications worldwide. Bison's strong engineering tradition, based on Robusticity™ principles, offers products with up to twice as much torque in the same package size as competitors. Bison's St. Charles, Illinois integrated production facility manufactures gearmotors and reducers in parallel shaft and right angle configurations, as well as AC and DC electric motors, for applications where dependability and long lifetimes are important. [www.BisonGear.com](http://www.BisonGear.com)