



MEI QUERETARO S. DE R. L. DE C. V.

MEXICO PLANT

## Overview

MEI is one of the world's leading manufacturers of electronic bill acceptors, coin mechanisms and other unattended transaction systems. Today, MEI electronic payment systems are relied upon for more than 1 billion transactions per week in 90 countries worldwide. MEI payment systems' technology is considered the most reliable choice in hundreds of real-world applications and has earned the best performance rating in the market.

MEI headquarters are based in Malvern PA

**MEI QUERETARO** site represent 97% of total volume worldwide, shipping daily to all of our distribution centers located in San Antonio, TX & Las Vegas, NV in the United States; Geneva, Switzerland & Suttons, UK in Europe. The plant started up operations back in 1998 and currently there are 496 people between associates and contractors.

We also have suppliers around the globe divided in different commodities (Electronics, Plastics, Metals & Cables, Packaging) pulling material from Asia, Europe & North America mainly.

## Mission

The MEI Mission, we offer to our customers the best value-price relation, measured by his profitability.

## Vision

The MEI vision is simple, we consistently and profitable deliver top quality.

## Our Principles

Quality - Our customers can trust in our products performance and our service professionalism.

Responsibility – We assume the responsibility over our own development and we are prepared to make our best effort in order to assure the business success.

Reciprocity – We earn the right of being succeed trough actions that generates permanent benefits to our customers, suppliers, community and ourselves.

Sustainability – We have the passion to eliminate the wastes in our organization and develop ourselves without jeopardize the future generations opportunities.

Financial Discipline – We make decisions based on facts in order to optimize our resources and assure the success in the future.

In **MEI QUERETARO** we work based in our principles and our culture, systems and tools are aligned to them. We are very proud of our culture and we have been working through the time constantly improving our business results as a consequence.

Our Lean journey started back in 2001 and it is now a fundamental base of our culture, this journey started with Kaizen and including key suppliers through the first years, then incorporating the CPS (Conlux Production System) principles, Conlux was acquired by MEI and they are based in Japan, and they are part of the NPS study group (NPS study group was started by Toyota and different companies in Japan). We have close to the 200 kaizen events and we have used different Lean tools like 5S, VSM, Poka Yoke among different tools implemented.

This Lean Journey had included our customers and we have been working very closely with them by training or performing kaizen events in their facilities.

*What customer says:*

**COCA COLA** - Rated #1 Supplier – Coke North America for two years in a row

**PEPSI** - “Cleanest factory I’ve ever seen, how can you help us with our Lean initiative”.

**NCR** – “We have audited all of our suppliers and you guys are the best, you are #1 in Quality and #1 in Continuous Improvement”

**NOVOMATIC** – “....what a clean factory and the people seem very happy” .

**DORS** – “Lot of experience in Lean, can you help us at our factories? Now we understand why your products are the best quality of all of our suppliers”.

In **MEI QUERETARO** we are very proud of our Social responsibility initiative, we have the Clean Industry certification and also recognized with environmental excellence and also a ESR invitation for 2013.

## Achievements

### Quality

- 80% Improvement in OOB (Out of Box)
- 75% Improvement of SADR (Stock Audit Defect Rate)

### Cost

- 37% Improvement in Manufacturing fix expensed

### Productivity / Efficiency

- 57% Improvement in UPTIME
- 33% Improvement in OEE

### Safety & Morale

- 0 LTA last 2 years

### Social Responsibility

- Clean Industry Certification
- Continuous donation to local orphanages
- Nutritional program in place



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