

NH's #3 BEST SMALL COMPANY TO WORK FOR

# EPTAM Plastics

# #3



**BEST**  
COMPANIES  
TO WORK FOR  
2010  
BUSINESS NH

CHRISTINE CARRIGAN

From left: Marcy Cheney, Shipper/Receiver; Ron Steele, Programmer; Scott Weeks, Saw Operator; Rick Martinez, QC Inspector; Carl Jenkins, Expediter; Cheryl McGee, CNC Machinist; Christina Arpin, Assembler; Flo Atherton, Deburrer; Jeff Hollinger, President

**T**he motto at EPTAM is “Strive for Excellence,” but this manufacturer carries that sentiment well beyond serving its customers. “Our goal is to become a world-class organization. When you look at world class, it’s about benefits, how you treat people, the opportunities you give people, and how we serve our customers,” says Jeff Hollinger, president of EPTAM.

EPTAM started a profit-sharing plan 10 years ago. Every year, a plan is put together based on monthly shipments and predetermined profit. If the company hits the monthly numbers, everyone receives an additional eight hours of pay for the month, which is paid out quarterly. When actual profits exceed the plan, those profits are paid out to employees in early December. Profit sharing has ranged from \$1,500 to \$4,000 per employee. This year’s profit sharing will amount to \$4,800 per person. “In manufacturing, all the money is made out on the floor. Why wouldn’t you share it with them?” Hollinger says. “If you take care of people, they will take care of you.”

The company provides updates on profit sharing quarterly, and employees work with the continuous improvement manager to make the company more efficient. Employee recommendations have slashed the company’s lead time for large assemblies from 16 weeks to three weeks, Hollinger says. “It’s the folks doing the work who really come up with the answers,” he says. “People love to be part of the process.” EPTAM also invests in onsite and off-site training programs, including recently providing

leadership training to give people the tools needed to solve problems on the manufacturing floor and improve communication. “Instead of bringing in new people, we try to train our people and give them new skills,” Hollinger says.

When the company started to do more military work, federal contracts required EPTAM to conduct drug testing. EPTAM’s leaders wanted this potentially negative situation to be handled responsibly. The company notified employees about the drug testing a year in advance and held several meetings with employees to review the process and options available if someone were to test positive. Everyone, including management, participates. For anyone who tests positive, the company and its vendor provide counseling and resources to get clean and keep the job.

“We have a fit for duty program. The goal is not to get rid of people, but to create a safer work environment. All but one who tested positive and wanted to go through a program are back at work for us,” Hollinger says.

Safety and health are also priorities. In addition to giving safety awards, EPTAM offers lifestyle counseling with a certified coach and a ‘Biggest Loser’ challenge in which 34 employees have lost more than 240 pounds.

Each spring, EPTAM hosts a golf tournament for employees, friends and family, and each fall the company sponsors a wellness fair. Hollinger also offers any employee who quits smoking for at least four months, \$100 out of his own pocket. So far, he has paid out to 13 employees. ■

## EPTAM Plastics

2 Riverside Business Park, Northfield  
[www.eptam.com](http://www.eptam.com)

**President:** Jeff Hollinger

**Years in Business:** 29

**NH/Total Employees:** 91

**Years on List:** 1

**Company Description:** Specializes in precision machining of plastics

**Benefit Highlights:** Profit Sharing, company outings, catered “thank you” luncheons for the employees, tickets to sporting events, annual golf tournament, company president pays \$100 out of his own pocket to any employee who quits smoking for at least four months, 65 to 100 percent tuition reimbursement depending on grade.