

One of the easiest ways to determine if a company is a good place to work is to look at staff turnover rate. Unless a company is growing rapidly I am leery of any business with a revolving “helped wanted” sign in the window. J-Pac Medical does not spend much time replacing employees other than the ones that have retired. In fact, they not only retain their talent they celebrate their employee’s commitment to the company with a wall of photos honoring each employee and their tenure. Much of the staff has been there for over 10 years including a recent retiree who had been with the company for 30 years!

What’s in their recipe for success? Innovation and evolution. Industry changes frequently and those that want to celebrate decades of loyal employees will evolve with their client’s changing needs.

J-Pac Medical has changed with the needs of their clients and with the evolution of the medical industry as a whole. Their recent name change from J-Pac to J-Pac Medical-Innovative Solutions highlights the changing nature of this advanced manufacturer. While they continue to provide contract manufacturing services that include: packaging, surgical implants, thermoformed trays and point-of-care diagnostics they are expanding their engineering services taking advantage of the in-house expertise they possess. Their team of engineers provides design support, prototype development and, as the name says, innovative solutions for their clients.

Mark Florence, CEO, came to J-Pac Medical two years ago bringing 25 years of industry experience with him. Most recently he spent six years with Next Stage Medical, a dialysis manufacturing company, working his way up to General Manager. Mark saw the growth potential at J-Pac Medical and now spends his days working toward that goal either at the Somersworth office or flying around the country meeting with current and potential clients. Mark describes J-Pac Medical as a boutique firm that serves Fortune 500 companies. “We are a solutions provider tapping into the expertise of our engineers to help solve problems,” stated Florence. “Our strength, the advantage we have over the competition, is that we are better able to customize a solution for our customer,” added Florence.

With around 100 employees it is easier to be nimble but handling the pressure to be price competitive is a constant challenge. The entire medical industry is under pressure to cut costs and those pressures certainly extend down to the folks that manufacture the devices used in labs, hospitals and clinics. Companies like J-Pac Medical that focus on quality above all else still have to compete against cheaper products made overseas. “We need to stay competitive to continue to employ American workers. We rely on quality to do that and it is a challenge with the pressures on the medical community to cut costs.” Mark strives for a win-win scenario where J-Pac Medical provides high quality products at a good value.

Evolving along with a changing industry, creating solutions for customer’s needs and remaining committed to quality above all else is a great recipe for continued success.