Jorge L. Cabrera Lázaro – General Manager, Techno Plastics Industries, Inc.



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Añasco-based Techno Plastics Industries (TPI) is a Puerto Rican firm specializing in injection molding, producing high-quality plastic parts for industries like medical devices, electronics, and aerospace. Recently appointed General Manager, Jorge L. Cabrera Lázaro discusses the company's priorities, technological advancements, and its vision for the future while sharing insights into TPI's growth, its commitment to quality, and how the company is positioning itself as a leader in the global medical device manufacturing sector.

What are your immediate priorities for TPI?

I joined TPI as General Manager in January 2025 after a long career in the medical device industry. My top priorities include ensuring business continuity and maintaining our commitment to science and innovation. We will focus on upholding high-quality standards, prioritizing safety, and identifying opportunities to reduce costs. Another key focus is understanding our customers' five-year plans. Aligning with their strategies is crucial, and we must ensure that we have the right capacity, talent, and structure in place to support the opportunities ahead.

TPI recently received a one-million-dollar private investment to upgrade its facilities in Añasco. Can you tell us more about this investment and the opportunities it creates?

TPI recently received a one-million-dollar investment from the Puerto Rico Industrial Development Company (PRIDCO) to upgrade our facilities in Añasco. It’s important to clarify that this investment is not for expansion, but rather to replace and upgrade key equipment in our plant, including machinery, manufacturing tools, and quality and warehouse equipment. This will help modernize our operations and improve product consistency and quality.

In addition, PRIDCO provided infrastructure incentives that support our business continuity plan. This ensures we can continue to serve our customers without interruption, even in the face of unforeseen challenges. The investment strengthens our ability to stay competitive and resilient, improving operational efficiency, enhancing product quality, and positioning us for future growth opportunities.

How has TPI grown since its early days, and what does your current operational capacity look like?

Since its early days, TPI has grown significantly. When I first joined, the company had 25 machines and a workforce of 140 people. Today, we operate 28 machines, including a micro-molding machine, and employ 150 people. While we’ve maintained our core business, we’ve also expanded our customer base. Our operations run 24/7, with certain machines running on weekends to meet client demands. This flexibility allows us to efficiently manage production and maintain a high level of service for our customers.

Technological innovation is critical in this industry. How has TPI leveraged technology to stay competitive?

Technology is at the heart of our operations. We’ve made significant investments in state-of-the-art equipment to ensure precision, consistency, and quality in every part we produce. For instance, our mold shop utilizes advanced maintenance systems to extend the life of our molds, which is essential for maintaining manufacturing efficiency. Additionally, we use InfinityQS, a statistical process control (SPC) software, to monitor, analyze, and improve our quality control processes in real time. This tool helps us reduce defects, optimize production efficiency, and ensure compliance with industry standards, further enhancing our ability to deliver high-quality products.

TPI’s mission is to be the preferred molder in the Americas. Can you share your expansion plans and how you are achieving this goal?

While we are based in Puerto Rico, we serve markets globally, including the US, UK, Netherlands, Singapore, and Mexico. Our central location in the Caribbean provides a strategic advantage for exporting, enabling us to efficiently reach a wide range of international customers. Although we don’t have offices in other regions, our focus remains on delivering exceptional service and maintaining high-quality standards for our global clients. We are committed to being a reliable partner for medical device manufacturers worldwide, ensuring that our products meet the needs and expectations of the markets we serve.

What sets TPI apart from other players in the molding industry?

TPI stands out from other players in the molding industry for several key reasons. First, we are ISO certified, and FDA registered, ensuring we meet the highest industry standards for quality and compliance. We also utilize an automated dimensional inspection system in our quality department and manage in-house maintenance and repair, which helps us maintain high operational efficiency.

Our manufacturing operations run 24/7, enabling us to consistently meet customer demands with on-time delivery. We offer flexible inventory management models, including Kanban, consignment, and vendor-managed inventory, which allows us to tailor solutions to our customers’ specific needs. Additionally, we apply lean manufacturing principles and Six Sigma methodologies to optimize processes and reduce waste.

However, the most important factor that sets us apart is our people. We believe that our exceptional human resources are the true differentiators, driving the company’s success and growth. It’s their expertise, dedication, and commitment to excellence that make TPI a trusted partner in the industry.

One of the challenges many companies in Puerto Rico face is retaining talent, especially as some employees consider moving to the mainland. How does TPI manage to retain its workforce?

It is true that workforce retention can be challenging here in Puerto Rico, but at TPI, we focus on more than just competitive salaries. While compensation is important, it is not our primary focus. Instead, we place significant emphasis on capacity building for our employees. This includes offering training, professional development, and opportunities for certifications to help them advance in their careers.

In addition to that, we create a positive work environment where our employees feel like part of a family. We place great importance on maintaining strong ethics and values, ensuring that everyone leaves at the end of the day feeling fulfilled and satisfied with their work. We also ensure open communication and transparency within the company, which helps foster a sense of loyalty and a strong connection to the organization. This approach enables us to retain our talent and maintain a motivated and dedicated workforce.

Moreover, we maintain a flat organizational structure. There are no rigid hierarchies here, which contribute to a more open and collaborative environment. The aim is to ensure that everyone feels valued and connected, making TPI a place where people are motivated to stay and grow.

How do you see the company leveraging Puerto Rico's unique advantages as a manufacturing hub to remain competitive on a global scale?

Puerto Rico certainly has a unique advantage when it comes to its labor force. Over the years, the island has become a solid hub for medical device manufacturing, with companies like ours contributing to that strength. In Añasco, for example, we are part of a cluster with approximately seven companies, and this interconnectedness is vital. If we face challenges that we can't resolve internally, we can always rely on our neighboring companies for support. The relationships within this cluster are strong, and it's not unusual for us to reach out to nearby companies for assistance with materials or other needs. This collaborative support system and culture of mutual aid truly set Puerto Rico apart.

Furthermore, the island's tight-knit network offers a significant advantage. While other regions may focus on competing solely to outperform each other, Puerto Rico fosters a strong spirit of working together. It's not just about individual success but about representing Puerto Rico as a whole. This sense of unity and mutual support has been ingrained in the local culture for decades, and it continues to serve us well in the global marketplace. It's one of the key factors that helps TPI remain competitive and succeed on the international stage.

How has TPI adapted to the evolving needs of the medical device industry, particularly with trends like minimally invasive and micro-device technologies?

Approximately 96 percent of our customers are in the medical device industry, and we work closely with them to adapt to new technologies and requirements. For instance, if a customer needs a specific part, we acquire the necessary equipment and resources to meet their needs. While we don't develop our own products, we take pride in supporting our customers in bringing their innovations to life.

An example of this is when we registered with the FDA, which allowed us to collaborate with a doctor who had a patent for a new medical device. We supported the development of their project by providing the necessary parts and manufacturing solutions. Our focus is on delivering high-quality production, exceptional client service, and ensuring we meet the precise demands of our customers, helping them succeed with their innovative medical devices.

How many clients does TPI currently work with, and what industries do you serve? Are there any new sectors you have recently diversified into?

Currently, we are working with approximately 20 clients, with 96 percent of our business coming from the medical device industry and contact lenses, both of which are key sectors for us. We also work with cardiovascular companies, which further strengthens our presence in the med-tech field.

While our primary focus remains on med-tech, we have diversified into other industries over time. For example, we have collaborated with electronics, aerospace, automotive, and even the food industry, with whom we've manufactured parts in the past. We are always open to identifying new opportunities and converting them into viable manufacturing solutions. The key for us is to stay agile and recognize opportunities where we can add value, ensuring we continue to grow and adapt to evolving markets.

What do you consider to be the most important challenges that local companies and service providers are facing today in Puerto Rico?

One of the key challenges we face is the need for effective collaboration with our customers. It is essential for us to understand our customers' three-to-five-year plans, as this allows us to

proactively prepare for their future needs. Having long-term agreements is crucial to ensure we are aligned with our customers' goals and can support them effectively.

Another challenge is maintaining competitive pricing. As much as we strive to absorb increasing costs, it is becoming more difficult to balance costs and service levels. We work hard to maintain quality while being mindful of the prices we offer. However, there are countries with significantly lower labor and energy costs, which presents a challenge in terms of staying competitive.

It is also critical for us to maintain good communication and provide consistent customer service. Being transparent with clients, especially when there are issues or delays, is essential. The trust that clients place in us is built on our credibility and honesty in communication. This transparency and reliability help maintain strong business relationships globally.

You mentioned having around 20 customers. Are you currently operating at full capacity, or do you still have some available capacity in your plant?

We currently have capacity available. Our plant operates on a seven-day, 24-hour work schedule, ensuring that we can meet customer demands. However, during weekends, not all machines are in use. Instead, we run specific machines depending on our clients' requirements, allowing us to adapt to the varying needs of our customers while still maintaining the flexibility to accommodate new opportunities. This approach helps us optimize our resources and remain agile as we manage both existing projects and potential growth.

Looking ahead, what is your long-term vision for TPI?

Our focus is on continuity and improvement. We aim to maintain the high standards we have set in terms of quality, trust, and our people. Our vision is to continue developing our employees, enhancing their careers, and providing them with the education and tools they need. People are at the heart of TPI, and we are committed to their growth and success.

We have a new slogan: "Moldeando Éxitos Desde Puerto Rico," which translates to "Molding Success from Puerto Rico." This represents everything we stand for—working together to guarantee success, not just for TPI but for everyone we collaborate with. It motivates me to lead this company forward in this new era, and our people are essential to our ongoing success. Our long-term vision is to build on this foundation, continuously improving while empowering our team

and creating value for our customers.

Finally, what message would you like to share with our global readers?

TPI is different from the rest because of our people, our leadership, and our commitment to our customers. We work closely together to achieve outstanding results. From quality to on-time delivery and cost reduction programs, we are always focused on providing exceptional service. Our strong team is dedicated to driving our customers' success, and that's what sets us apart.

We invite you to visit TPI and see our operations firsthand. Our doors are always open, and we are proud to showcase our people, our processes, and our commitment to quality. Welcome to Puerto Rico, we are here to shape success together.

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