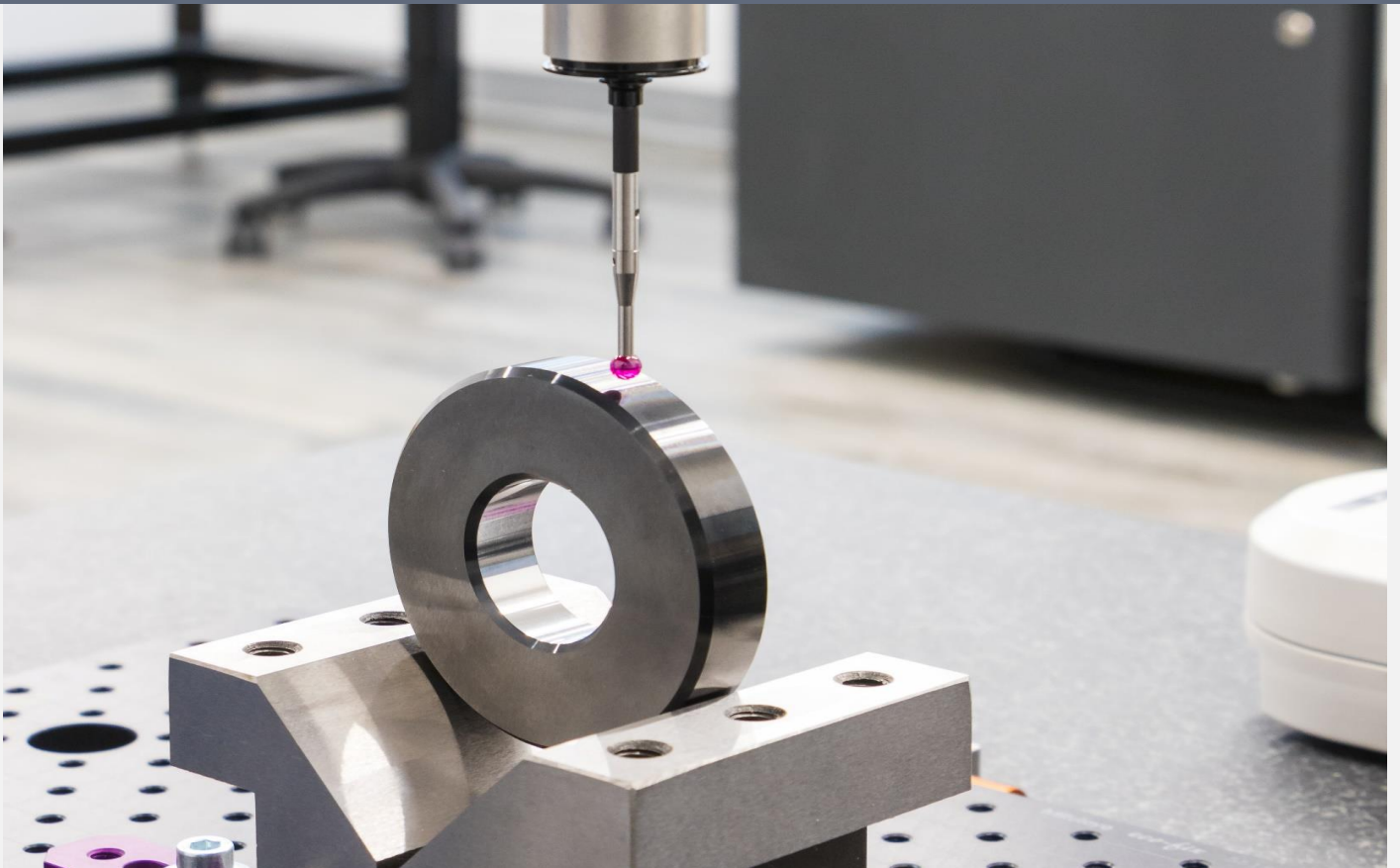




300% Net Profit Increase
Auto parts manufacturer
ROI of 3:1



The Results



Actual vs. Estimated labour
improved from +3.2hrs. to +0.5hrs.
Improvement = 84%



On-time-delivery improved from
6.9 days late to 2.0 days late
Improvement = 79%



Cost of defects previously
unknown, quantified at \$100K/yr.
Improvement = New metric



Annualized net profit
increased by 300%
within in 10 months



The Challenge

BACKGROUND

20+ years in business.
~\$2M revenue & ~20 staff
Solid industry reputation.
Strong customer contacts.
High-quality product.

Lacked profitability.
Dismal on-time-delivery record.
Higher than expected job-costs.
Poor job-scheduling process.

PROBLEM

Existing challenges were defined as a lack of capacity and excessive defect rate. The leadership team disagreed about underlying cause problems or solution. Historical improvement efforts were unsuccessful, conflict was common, and the path forward was unclear.

The Solution



Established the fundamentals that would guide the senior leadership team (purpose, vision, values, and strategy).



Clarified role clarity and functional responsibilities.



Co-created a clear roadmap of goals, metrics, and accountabilities.



Installed a rigorous leadership process including a cadence of feedback and accountability.



Implemented action plan (root-cause analysis, process changes, quotation improvements, and defect reductions).