



## Continuous Process Improvement Makes All the Difference

In early 2000, a manufacturer of hydraulic flow equipment committed to their parent company to grow from their current position as number three in their industry to become the number one supplier while improving their profit by 10% per year. To achieve these formidable goals, they identified the need for a cultural change within their organization – one focused at continuous improvement.

Knowing of the unique expertise that P Squared Consulting brings to Continuous Process Improvement, they started with an awareness campaign at the senior management level. Once the company's goals and objectives were quantified, P Squared began the team-based training of company personnel.

Natural work teams (teams whose job responsibilities brought them together naturally) were formed and trained as to their role in a continuous process improvement environment. They were skilled in the use of mapping out and understanding their own processes, with a complementary, in-depth problem solving process that assisted them when problems were uncovered.

Comments from participants indicated that the experiential case study really internalized the methods. The Process Improvement Pocket Guide provided with the course (the "little blue book") was reported to be found in shirt pockets, well-used, in day to day use long after the training was complete.

From the division President, *"... Continuous Improvement is a concept that will take us to new levels of excellence... While our people were quite skeptical in the beginning, mostly due to crowded schedules and little time to add more meetings, all have readily accepted the training you provided and the structure that allows problems to be solved. ... I believe that whatever problems may beset us, we now have a means to address them in a timely and satisfactory way."*

Now several years later, results have exceed the target goals!

- Achieved ISO 9000:2000 certification
- Increased employee participation in suggestion system by 30%
- Increased inventory turns by 30%
- Reduced waste by 30%
- Reduced inventory by 13% without affecting customer requirements
- Profit improvements have exceed goals

*And within a year after the training was completed, the company had moved to number two in their industry!*