

Case Study: Delivering Sudden 20% Growth Opportunity Without Hiring or New Equipment

- A small manufacturer was unexpectedly asked by a Fortune 100 corporation to begin supplying product that represented an almost immediate 20% recurring revenue growth opportunity
- The customer's tight timing requirements left no time to increase capacity for this higher level of demand
- Using RootSolve KPI, the manufacturer improved productivity to ship the new orders on time and set up ongoing continuous improvement to support long-term growth and improve margins

Site Snapshot

- Industry: Industrial Products
- Workforce: 30 production employees
- Operating at full capacity

The Challenge

- No apparent available capacity to support the increased demand
- No time to expand capacity by purchasing new equipment or by hiring and training new employees
- Not meeting the customer's strict timing requirements meant losing the opportunity

Actions Taken

- Deployed RootSolve KPI to eliminate production losses using structured, team-based problem solving directly linked to a new Productivity KPI
- Made RootSolve KPI Productivity Command Center displays available on shop floor screens and smartphones
- Leadership team began daily shop floor sessions with each work cell's team: 1) to facilitate RootSolve KPI's team-based problem solving for specific production losses; and 2) to fully support countermeasure implementation
- Expanded problem solving scope to prioritize systemic actions based on the RootSolve KPI Command Center's analytics

Successful Outcome

- Freed up 240 hours/week of trapped capacity to meet the new customer's quantity and timing requirements with zero disruption to existing customers
- Zero new equipment and zero hiring
- Success was achieved by deploying RootSolve KPI at a cost of one new employee vs. the cost of hiring six (if there had been time to hire and train)
- Extended the methodology to support long-term growth and improve operating cost structure