

## Case Study: Implementing RootSolve KPI for Enhanced Problem Solving and Knowledge Sharing

### **The Challenge: Disconnected Problem Solving and Lack of Visibility**

A consumer products manufacturer with 10 worldwide brands was struggling with inconsistent problem-solving processes and a lack of centralized knowledge management. This led to:

- **Recurring Problems:** Teams were solving the same issues repeatedly across different sites, wasting time and resources.
- **Inconsistent Root Cause Analysis:** Problem solving efforts often failed to identify the true root cause, resulting in ineffective solutions.
- **Siloed Knowledge:** Problem-solving information was stored on individual computers or in personal files, making it difficult to share best practices and learn from past experiences. They could not see overall KPIs or reveal systemic drivers, hindering their ability to prioritize work toward goals.
- **Inefficient Reporting:** Generating reports and KPIs for management meetings required pulling data from multiple systems and Excel sheets, which was time-consuming.
- **Lack of Supplier Accountability:** Suppliers did not follow proper problem-solving methodologies, and there was no system to guide them through root cause analysis.
- **Limited Management Visibility:** Management lacked a clear view of ongoing problems and could not effectively intervene when issues escalated.

These challenges resulted in significant financial losses, decreased efficiency, and reduced customer satisfaction.

### **The Results: Enormous Cost Savings and Better Use of Problem-Solving Knowledge**

- **Reduced Costs:** Eliminating the recurrence of problems saved significant costs related to downtime, rework, and scrap. Before RootSolve KPI, they estimated losing \$1.3 million per quarter by re-solving problems which had already been solved elsewhere.
- **Increased Efficiency:** Automation of reporting and tracking freed up valuable time for employees.
- **Improved Quality:** Standardizing problem solving ensured that the true root causes are identified and eliminated.
- **Better Supplier Performance:** RootSolve KPI helped to track and hold suppliers accountable for the quality of their products and services.
- **Enhanced Customer Satisfaction:** Faster resolution of complaints and higher product quality resulted in happier customers and increased retention.
- **Increased Management Visibility and Control:** Management can view all problems and actions across the organization, allowing them to make more informed decisions and intervene when needed. They utilized RootSolve KPI to focus and prioritize improvement efforts by seeing the key drivers with the biggest impacts overall.
- **Improved Knowledge Sharing:** Teams can quickly access past solutions and learn from previous experiences, creating an organization that learns and improves continuously.
- **Development of Skilled Problem Solvers:** RootSolve KPI empowers all employees to be part of the problem-solving process and to develop their skills.

## **Conclusion**

RootSolve KPI offered this manufacturer a comprehensive solution to improve their problem-solving capabilities and foster a culture of continuous improvement. By providing a centralized system for tracking, analyzing, and resolving issues, RootSolve KPI helped them reduce costs, increase efficiency, and improve quality with the system's standardized, collaborative, and question-based approach. Problems are now solved effectively, knowledge is captured and shared, and systemic actions are focused on hitting strategic targets.