

Case Study: Global Technology Leader Streamlines Supplier Collaboration with RootSolve KPI

A global technology leader sought to improve communication and problem-solving efficiency between its engineers in Portland and overseas suppliers, specifically ODMs (Outsourced Design and Manufacturing) in China. The company recognized the need for a structured system that could facilitate collaboration across geographical and cultural boundaries while reducing the burden on internal engineers.

Challenges:

- Internal engineers faced communication barriers when working with suppliers in different time zones and with varying cultural norms.
- The process of troubleshooting problems with suppliers was often time-consuming and inefficient. In addition, gathering information to see the whole picture, spot patterns and understand key drivers for improvement was nearly impossible.
- They aimed to empower suppliers to resolve issues independently, reducing the reliance on internal engineers for initial problem diagnosis.

Solution:

They implemented RootSolve KPI, a software solution designed to foster structured dialogue and collaborative problem solving. This resulted in:

- **Enhanced Communication:** RootSolve KPI provided a centralized platform for communication between internal engineers and their suppliers. This streamlined information exchange, reducing delays and misunderstandings. It also focused and prioritized improvement efforts by uncovering the key drivers with the biggest impacts overall.
- **Structured Problem Solving:** The software guided suppliers through a structured problem-solving process, encouraging them to think through issues and identify potential solutions before escalating to internal engineers. This empowered suppliers and reduced the workload on internal teams.
- **Cultural Bridging:** RootSolve KPI facilitated collaboration between engineers from diverse cultural backgrounds, helping to overcome communication barriers and establish a shared understanding of problems and solutions.

By implementing RootSolve KPI, they successfully improved communication efficiency, streamlined problem-solving, and fostered a more collaborative relationship with suppliers. The software enabled them to leverage the expertise of their suppliers more effectively, directly leading to faster issue resolution and reduced development cycles.