

Business Improvement Techniques Programme Resolves Long-Standing Problem

Client:

UYT Limited, a joint venture between Japanese and British manufacturers, supplying components to the automotive sector.

UYT's Requirements:

Introduce a structured approach to Problem Solving and tools for analysing data

Develop skills and confidence of key people

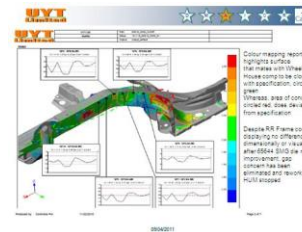
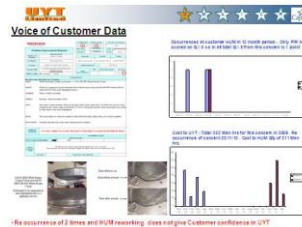


Capella's Input:

In conjunction with Walsall College, delivered a series of workshops to provide and assess underpinning knowledge in Business Improvement Techniques Quality Pathway

Provision of coaching support to apply learning and complete two improvement projects

Facilitated management reviews and final presentation



UYT's Results:

Identified root causes and implemented counter-measures for a long-standing complex quality problem

Saved a minimum of £16kpa in inspection and re-work costs

Increased skills and confidence of a core group of people, accrediting them to NVQ Level 2 and Six Sigma Yellow Belt standards

Improved cross-functional team-working



“ We wouldn't have found the root cause if we weren't working as a team ”
Mark Geffert
Team Leader

“ A good learning experience that has also improved customer relationships. ”
Carol Henderson
HR Manager

