

Problem Solving at ZF Lemforder UK Ltd

Company Information:

ZF is a global leader in driveline and chassis technology as well as active and passive safety technology. The company has 230 locations in over 40 countries. ZF is one of the top three automotive suppliers worldwide.

Requirement:

- Upskill key staff in Quality and Technical Services to lead complex problem solving at both Green and Black belt level
- Complement and support the investment being made in building basic Problem Solving across Solihull and Darlaston sites



Capella's Input:

- Delivery of Green and Black Belt level training
- Provision of 1:1 and group coaching to support application of learning to key projects
- Assessment and certification of delegates to verify competence
- Facilitation of a post-programme workshop to identify opportunities for further development of the Problem Solving culture

“ We are delighted by how the team members improved their skills and applied a data driven approach to make tangible improvements

Terry Somerfield, Managing Director

We've released the Problem Solving potential by being sceptical about data and deeply understanding problems before taking action

Adrian Chell, Site Manager

The programme has created the 6 Sigma mind set in my team, resulting in a step change in problem solving ability

Giles Bee, Quality Manager

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Results:

Completed improvement projects as part of the programme leading to:

- Reduced breakdowns
- Resolution of long-standing problems
- Reduced Cost of Quality
- Increased understanding of machine and process capability which will aid future planning and development

Replicated improvements across the sites and commenced further projects

Set-up a weekly meeting to analyse downtime data and prioritise/plan actions

Increased knowledge of Problem Solving tools and Problem Solving capability across 2 sites

