

COMPETE ON THE GLOBAL STAGE

We can help you get there



WE PROVIDE FLEXIBLE SOLUTIONS FOR YOUR BUSINESS NEEDS

Finding a way to be a link in the global chain of suppliers and services means matching your company's competitive advantage against potential competitors a world away. Strategic and operational differentiation is the key to unlock the stratospheric advantage you need.



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strategic business plan deployment @ Gardner Aerospace

Client: Gardner Group Limited
Location: Various UK Sites
Industry: Aerospace
Products and Services: Aerospace Manufacturing
Website: www.gardner-aerospace.com

The Client:

Gardner Aerospace manufactures machined and fabricated parts for the aerospace industry. Capabilities include 5-axis machining, turning, sheet metal fabrication, non-destructive testing, surface treatments, final assembly, and kitting.

The Need:

The management team identified day to day operational problems were preventing the organization from effectively and routinely progressing strategies, plans, and performance improvement. The team recognized the need to develop a single point of accountability and capability to support strategy deployment and performance improvement.

The Approach:

The primary goal was to develop a self-sustaining business plan deployment and coaching capability in a member of the management team designated as the Change Agent.

The approach was:

- **Develop:** Effective transfer of knowledge and practical lean thinking to create self-sufficiency for the implantation.
- **Develop:** One to one coaching of the Change Agent to develop a contextual appreciation of how to implement planned improvement activities and an understanding of the impact of the changes.
- **Deploy:** Hands on practical demonstration of implementation tactic knowledge and tips, enhancing the overall capability of the change agent across a wide range of improvement situations.

- **Deploy:** Specific training in lean management tools and the development of training material and user guides.
- **Measure and sustain:** On-going coaching support for the Change Agent.

The Results:

- Clear standards established supporting routine, frequent, and formal measurement of operational performance.
- Daily tracking of key performance indicators supporting rapid problem recognition and improved management focus.
- Improved management control of operational performance and choosing operational priorities.
- Improved delivery and quality performance with reduction in outstanding customer returns and improved “on-time and in-full” delivery.
- Balanced measurement of inputs, processes, and outputs to align improvement actions and results.
- Standardized diary defining “drumbeat” reviews, improving the review process adherence and quality.

“This support has helped us to focus the management team on the key measures of performance and the need to rapidly solve day to day problems.”

**Karl Lee, Site Director
Gardner Aerospace**

CESD Services can help you too.

Gardner Aerospace Support at a Glance:

The Situation:

- Day to day operational problems preventing progress and improvement
- Need a single point of accountability
- Require capability to support implementation of improvement plans



The Improvement Plan:

- Effective transfer of knowledge and lean thinking
- One to one coaching and support of the Change Agent.
- Hands on practical demonstrations
- Specific training in tools and techniques

The Results:

- Routine, frequent, an formal measurement of operational performance
- Daily tracking of key performance indicators
- Improved management control
- Improved delivery and quality performance and improved “on-time and in-full” delivery
- Balanced measurement of inputs, process, and outputs
- Standardized diary defining reviews and improving adherence and quality

