

# 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.



1000 Waverley Street  
Winnipeg, MB  
Canada R3T 0P3

**John Kliever**  
204-451-1375

Leader, Consulting



## enhancing problem solving capability @ Enduron Custom

Client: Enduron Custom Inc.

Location: Winnipeg, MB Canada

Industry: Aerospace, Transportation, Defence

Products and Services: Custom metal alloy fabrication and tube bending specialists

Website: [www.enduron.net](http://www.enduron.net)

# The Client:

Enduron Custom Inc., based in Winnipeg, MB, Canada, manufactures aluminum, nonferrous and steel alloy parts to precision specifications for the aerospace, defence, and transportation industries.

# The Need:

The company had outgrown the informal collection and distribution of information meaningful to the shop floor due to rapid business expansion. The link between strategy and shop floor performance was missing. The company was seeking a method to make critical problems highly visible to employees, and enhance the front line employees’ authority and responsibility to solve problems.

# The Approach:

Establish team boards and an effective a self-sustaining performance management process. The approach included:

- **Develop:** Effective performance metrics for the manufacturing cells; creating an Enduron Team Board Operating Standard.
- **Develop:** A method of auditing the manufacturing cells’ adherence to the Enduron Team Board Operating Standard.
- **Deploy:** Training all the manufacturing cells regarding the Team Board Operating Standard, and advanced problem solving process.
- **Deploy:** Determine key metrics, install a team board in seven production cells, providing personal coaching to cell supervisors and operations management.
- **Deploy:** Training for cell leaders and operations management in problem escalation processes.

- **Deploy:** On site go-live support for each team board owner.
- **Deploy:** On site go-live support for operations management for auditing each production cell’s adherence to the Team Board Standard.
- **Deploy:** On site support for escalated problem solving.

# The Results:

- Effective team board reviews to set work priorities, help in the allocation of resources, and provide a focus for daily management of problems.
- Effective measurement of inputs, outputs, and process efficiency visually identifies opportunities for improvement in performance and reduces potential disruption of work processes.
- Upstream identification and resolution of problems where appropriate.
- Improved engagement of workers to solve problems within the cells resulting in improved team performance.

*“We are now able to visualize problems rapidly due to the team boards. We can target improvements, and make improvements which immediately are reflected in our results. The Team Boards give us visibility and accountability at the front lines to determine solutions that will solve the root cause of problems, not just put a Band-Aid over them.”*

- Julian Kulbacki, General Manager  
Enduron Custom Inc.

CESD Services can help you too.

# Enduron Custom Inc. at a glance:

### The Need:

- Visibility and a call to action to immediately contain and solve problems.
- A standard, repeatable approach to informing and engaging employees in key strategic goals.

### The Support Plan:

- 10 Days of support to develop, publish, train, coach, and deploy seven team boards into each operational center of the organization.



### The Results:

- Visible and rapid problem identification and resolution.
- Enhanced team capabilities in problem solving.
- Improved results.
- Engaged workforce part of the culture of the organization.
- Cell leadership focused on improvement.

