

CASE STUDY



Since 1968, Thistle Generators has supplied, installed, commissioned and supported standby generator power systems. The company has an outstanding commitment to excellent customer service delivered by one of the industry's most experienced teams. Quality accreditations have been secured through SELECT the world's first trade association for the electrical industry, The Association of Manufacturers of Power Systems (AMPS), The Construction Licensing Executive (CLE) and the British Safety Council.

The company engaged in a project to look at the process flow of activity through the whole business from enquiry to Project Completion. This resulted in focused activity in the following areas:

- Management of Quotes
- Workplace Organisation
- Warranty Claims
- Movement of Vehicles



Lean Project

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The team produced a high-level process map early on in the project which demonstrated the amount of opportunities available for improvement in a simple and visible way. This led to analysis of the company structure and the business decision making processes that have evolved.

The team's analysis highlighted that in materials alone **£4,521** was being spent per annum in printing quotes. This has been set down as a benchmark to work throughout the supply chain to reduce paper wastage through more electronic data transfer.

Outcome(s)

The quantified savings on this project show a **21%** reduction in lead time which increased capacity and resulted in an annual benefit of **£70,400**. The environmental benefit will be a **reduction in Co2 of 7,150kg**

Energy management in the warehouse highlighted a targeted **25% reduction** in electricity through switching of lights. This reduced costs by **£490** per annum.

The nature of the business means that warranty claims are a significant contributor to activity. Controls need to be tight as costs can soon be incurred by the company if procedures are not managed.

The team analysed activity through the year and highlighted a potential loss of **£54,658** if current practices continued.

This led to a Cost of Failure (Failure Demand) exercise which will be used as the benchmark for improvement.

This programme is now available co-funded with a Government contribution of 90% via the apprenticeship scheme. For further details call **01253 808380** info@rkmsuk.co.uk



Centre No: 045767

