

Case Study

Client

Operating in 32 countries, Harsco Infrastructure specialises in two core market sectors: providing construction services and industrial maintenance services. Within the construction sector they offer an innovative and engineered range of scaffolding, access, powered access, formwork, shoring and site safety services.

Resources used

- Trained and developed UK Branch Managers in Six Sigma
- Facilitated Technical Training days for Green Belt
- Delivered a series of Senior Management Workshops.
- Provided Coaching Clinics for the Branch Managers

Approach

Capella worked with Harsco to develop and drive Continuous Improvement throughout the UK. Supporting Branch Managers with facilitated Technical Training to deliver the Six Sigma DMAIC methodology. With Coaching Clinics designed to progress improvement projects and underpin the methodology.



Methodology

The DMAIC Lean Six Sigma process was used to improve business performance which is a distinct 5 step model. Delegates follow this process using a Project Review Template which ensures they apply their learning.



Define



Measure



Analyze



Improve



Control

Results

- **Improved utilisation** of plant, equipment and workforce
- **Enhanced control** of Inventory along with reductions in scrap and rework
- **Improved contracting** arrangements that have set the benchmark for the industry
- Data collection systems to **enable future improvements** to be made quickly and robustly
- Innovative design of new equipment to **maximise up-time** and significantly **improve customer satisfaction**



“

Outstanding project – how can we deploy this across the world?”

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Carlos Rodriguez,
Global Operations Director

