

Structured Problem Solving at Coram Showers

Client:

Coram Showers are the UK's leading specialists in the design and manufacture of shower enclosures, shower trays and bath screens.

Coram's Requirements:

Introduce a Problem Solving Methodology

Improve overall Quality and Delivery performance

Meet the customer requirements OTIF and RFT



Project Summary:

Facilitated Technical Training days to deliver the Lean & Six Sigma methodology at Green Belt level and provide case studies to apply learning

Supported selection and scoping of improvement projects

Provided 1:1 coaching support for the Project Leaders



Coram's Results:

Successfully moved to a new source for outbound transport reducing delivery days to customers from 8 days to 3

Reduced Picking errors to achieve a RFT 99.95%

Improved internal capability to solve problems and improve processes

4 certified Lean Six Sigma Green Belts to lead further improvement projects

On the journey to establishing a common language and approach to Problem Solving

“ All too often you see people treating symptoms to problems without dealing with the root causes, Coram wanted to break this cycle ”

Mark Longman
Works Manager

“ Capella's guidance and support through a blended approach to delivery of the programme has been invaluable ”

Steve Bagnall
Quality Engineer

“ The programme delivered and exceeded expectations. Through the key tool box of skills, Coram can see numerous potential opportunities ”

Steve Hubbard
Operations Director

