

Continuous Improvement at Webasto – Immediate Impact on Customer Confidence

Client:

Webasto Roof Systems, global supplier to the Automotive sector

Webasto's Requirements:

Fast response to initial assessment of opportunities

Flexibility to provide support both on site and with Webasto's customer

Help in providing quick positive results



Capella's Input:

Arranged a site visit and provided an immediate assessment of what support could be provided

5½ days of support over a 4 week period

Coached Webasto Engineering to ensure project information to be presented to a customer was accurate, concise and in the correct format

Provided specialist input to set-up and conduct Designed Experiments to optimise improvement opportunities

Flexibility on a daily and hourly basis for work to be completed on site and at customer premises

Provided a Six Sigma Black Belt presence on a number of projects to build customer confidence



Webasto's Results:

Immediate product and process improvements with action plans for further developments

Identification of two further critical projects and action planning for next steps

Immediate improvements in customer satisfaction

Clearly demonstrated Webasto's commitment to Continuous Improvement, leading to increased customer confidence.

“ Great support from the Capella team ”

Nick Burdett
Supplier League VRT Manager

“ Thanks for responding so quickly ”

Steve Fannon
Master Black Belt, JLR

