

**Case :**

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**Country :**

Belgium

**Sector :**

Production – Glass – Doors

**Company :**

A worldwide glass producer. We worked in the division “architectural glass”.

**Type of intervention :**

Improve interfaces between production and after sales department.

Productivity improvement within production dpt.

Development and implementation improved 360° management control system.

**Project Goal:**

EffCo conducted a rather classical project i.e. lead-time reduction, man-hour productivity, yield, customer service and scrap reduction.

**What did we do?**

- We developed man-hour standard per production unit
- We developed procedures for the preparation of the orders and their transfer towards planning, for production planning and the transfer of the orders towards production and for the “liberation” of the orders.
- We implemented a daily follow-up system for the orders. We eliminated work interruptions

**Results :**

Delivery reliability increased by 24%.

Productivity (m<sup>2</sup>/man-hour) increased by 20% in one unit and by 41% in the other.