

The Company

An Electrical Contracting division of a National Utilities Asset Owner

Background / Issue

With rapid growth the business tended to operate in a “management system” vacuum where it was difficult to manage costs and operational waste in an environment of internal cost cutting and heavy competition.

With a lack of internal operational management systems and processes (unlike the other areas of the group) the business needed to implement some robust Lean systems and processes to better manage the day to day productivity and quality of their service.

Solution

Strathdon Consulting developed and implemented operational lean management systems consistent with those in use in the other areas of the business.

These systems took in all aspects of the process from forecasting to operational reporting.

Results

1. Immediate improvements were seen in plan attainment.
2. There was also an immediate reduction of “lost time” or “waste” within the individual projects and consequent improvements in project productivity.
3. There was a greater visibility of future workload enabling the company to work more accurately with the main clients on the volume and timing of work, reducing periods of inactivity

Quote

“...this really works, I’m seeing a good improvement in productivity...” -
Underground Operations Manager

“...Strathdon’s team fitted in and worked very well with our employees on the ground...” - Manager Business Process Design