Technical department

...always saving the day!

Client

Company with a chain of stores and more than 700 employees.

Initial situation

A small team of technicians were doing the best they could trying to copy with the heavy workload of repairs in the stores. Frustration was growing on the shop floor because, as the staff saw it, "things were moving too slowly".

To add to the tense situation, some services were being outsourced by the company. As a result, it was difficult to come up with quick, individual solutions in an emergency.

Results

- I optimized the processes with the technical team in a practical way. Small digital solutions were used to increase efficiency.

- We reevaluated the outsourced services and adapted them once again.

- By installing measuring instruments, it was even possible to minimise frustration in the workshop. Ultimately, the technicians themselves were more satisfied with the distribution of tasks and the improved structure they helped develop.