

# ORGANIZATIONAL CASE STUDY

## CAPACITY UNLOCKED: HOW TRAINING DRIVES OPERATIONAL SUCCESS

### Achieving More With Less: \$2M Saved and Historic Production Records

By partnering with the operations team to assess workforce deployment, downtime, and process efficiency, a strategic approach was designed that eliminated the need for a costly night shift. This initiative not only saved more than \$2 million in potential payroll costs, but also set new production records, surpassing all previous benchmarks—all without increasing headcount.

#### UNCOVERING THE UNDERLYING ISSUES

Uncovering the underlying issues revealed that inefficiencies in scheduling, equipment downtime, training, and process flow, not a lack of staff, were the true barriers to meeting production demands. By addressing these root causes, capacity was unlocked without resorting to additional shifts or new hires.

#### SEEING THE WRITING ON THE WALL

Without intervention, the company risked escalating labor costs while still underperforming in output. The addition of a new crew would have inflated payroll by millions annually without guaranteeing higher production. Recognizing this, leadership shifted focus toward optimizing existing resources and upskilling key employees rather than expanding headcount.

#### ENGAGING THE ORGANIZATION IN TRANSFORMATION

The executive team was guided through a structured transformation process that engaged both leadership and frontline staff. By introducing clear performance metrics, reprogramming state-of-the-art machines, training, and redesigning workflows, the organization built the foundation for record-breaking results.

##### Key Outputs:

1. Established clear performance metrics to track downtime, efficiency, and throughput in real time.
2. Engaged and trained frontline staff, creating accountability and alignment with operational goals.
3. Reprogrammed state-of-the-art machines to improve precision, speed, and overall equipment performance.
4. Redesigned workflows and communication, enabling record-breaking shipments and avoiding costly payroll expansion.

#### AT A GLANCE

##### CHALLENGES

- Readiness gaps
- Leadership pipelines
- Knowledge loss
- Future-ready workforce readiness
- Training costs
- Performance pressure

##### RESULTS & IMPACT

- \$2M in payroll savings
- 60% production increase, company record
- Optimized headcount
- Reduced downtime
- Increased efficiency

