



Lean Management Systems
Our Proven Approach: People. Process. Purpose.

Window Manufacturing: Responding to Rapid Growth with Excellence in a Demanding Market

The Challenge

An annual growth rate of 30% was straining operations. Inefficiencies were rampant, leading to significant delays, increased costs, and dissatisfied customers. The challenge was clear: to maintain the growth trajectory of custom size window manufacturing while improving quality, delivery, and safety.

Objectives

- **Regain Credibility:** Quickly restore customer and organizational trust by significantly improving performance in safety, quality, delivery, cost, and capacity.
- **Market Positioning:** Demonstrate our capability to be a key player in the architectural market segment by showcasing our ability to meet the market demands for custom-size windows with high variations of features.
- **Organizational Capability:** Develop expertise in the high-end made-to-order windows and doors manufacturing.



Methodology

- **Operation Analysis:** Conduct a thorough analysis of each step in the manufacturing process to identify and eliminate non-value-added activities.
- **Part Presentation:** Ensure each window component is easily accessible, reducing unnecessary movement and preventing confusion.
- **Line Balancing:** Optimize operator workload by balancing tasks to meet varying customer demands.
- **Employee Empowerment:** Engage and empower employees to participate actively in the improvement process.

ONE-YEAR RESULTS

Safety

54%

From 4.5 to 2.1 Incident Rate

The real-time application of Multi-Cause Analysis (MCA) quickly eliminated safety risks

Delivery

91%

From 4,407 to 416 Backorders

The production flow became more reliable with issues quickly elevated before becoming a client problem.

Productivity

24%

From 2.4 to 1.8 Units per Hour

The synchronization of material flows and balancing of work eliminated non-value-added tasks.

Conclusion

By implementing Lean improvement techniques, we not only revitalized the product but also empowered our team to become experts in continuous improvement. This transformation positions the product for long-term success and provide new organizational capabilities for future production lines.

Testimonial

"Didier created a culture where we could learn, experiment, and adapt as changes happened. We drove meaningful change and saw positive results not only in the business but within ourselves... truly creating a respectful workplace."

– Operations Supervisor

