



NORDIC INSTITUTE



OPERATIONAL EXCELLENCE interview with CEO Håkan Nylund

We have a long-term strategy with continuous staff training and a written program, for this we have used funding. The funding however did not influence the choice of Lean training. We used to make too many mistakes which we had to act on.



We want to do it right the first time. The most expensive way is to do things twice and that is why we need to choose the right material and method so that both the customer and we ourselves are satisfied. EduPower has been a part of this process, because their supply was suitable.

Results we have seen after the training is that the number of complaints has decreased dramatically, and that is something we are very happy about. The training has also made the staff think about what they are doing and how they do it.

Three words that explain the experience: It was up-to-date. The philosophy agreed with our philosophy. The setup of the training suited us. Often there is a will to train, but if the training is too compact it will not work. The time is limited, especially during seasons, and therefore the timing is important.

The content was appropriate, not too much and not too little.

Staff comments from training sessions:

"I participated to improve my efficiency, because I did not know what Lean meant"

– Andreas

"I was very impressed with the course! Very good!" - Jonas

Case study

Customer: **Stagnäs & Nylund**

Year: 2014

Scope: Staff training according to Lean-principles and continuous improvement.

Stagnäs & Nylund Ab

Energiingenjörerna Stagnäs & Nylund Ab is a joint-stock company founded in 1981.

Our staff currently contains 12 full-time and 4 part-time employees. With over 30 years of experience and an annual turnover of 2M€, Stagnäs & Nylund is one of the biggest companies in its region.

Our services include heating, ventilation, sanitation and electrical planning among others. We also specialize in selling and installing ground heat pumps and radiant floor heating

<http://site.esnab.com/>