

OPERATIONAL EXCELLENCE

interview with Chief Business Officer Mika Luopajarvi



What challenges in your business influenced you to look for the services?

- Continuous change in business environment and need to improve operational performance of Lillbacka Powerco Oy
- Limited resources for development and need to involve whole personnel on improvement activities

Describe your selection process and what you found most attractive about our company and our services?

- Local service provider who was listening to our actual needs and understands the reality and restricted resources of small company. Edupower's ability to tailor and adopt on our needs was playing key role on selection!

What are three words that describe your experience working with Edupower and why would you recommend to others?

- Experience (in theory and practice)
- Understanding of customer need and adopting on that
- Continuous Improving of learning process with us

What specific results have you seen during or after the services?

- Commitment and enthusiasm of personnel for developing the company
- Positive future expectations of the personnel as the company is "moving again"
- Clear and understandable platform for development for all parties (employees, management, owners)

What benefits have you experienced from working with us?

- Local service provided with good, open communication throughout the whole program

Describe with free words about the content of the services?

- Training of LEAN principles for all personnel and coaching of managers to start and stabilize LEAN-activities as every day task

Staff comments from sessions:

- Closing query indicates most people found training quite or very useful!
- *"Always can and should improve things"*
- *"Thinking all the time how the job could be done faster and more flexible without any setbacks"*
- *"Good that all people got the same training"*
- *"More in-house related issues could have been handled"*

Case study

Customer: **Lillbacka Powerco Oy**

Year: 2018

Scope: Education of all personnel about the basics of lean thinking & production, and coaching of managers to start and stabilize lean activities on a daily basis

Lillbacka Powerco Oy

Lillbacka Powerco Oy is a Finnish company based in Alahärmä, that manufactures reliable, durable and accurate crimping machines to meet the requirements of different industries. The company was founded in 1969 as Lillbackan Konepaja.

Lillbacka Powerco offers different types of crimping machines, as well as hose cutting and nut crimping machines. Approximately 95% of Powerco's production is exported.

powerco.lillbacka.com